EX0-114$^{Q\&As}$

IT Service Mgmt Foundation Bridge based on ISO/IEC 20000

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QUESTION 1

The success and failure of Releases shall be measured. What is included in these measurements?

A. The frequency and types of Releases

B. The Incidents related to a Release in the period following a Release

C. The Release dates

D. The Request for Change (RFC)

Correct Answer: B

QUESTION 2

What is a shared concept of both ISO/IEC 27001 and ISCWIEC 20000?

A. Capacity management

B. Incident management

C. Information security management

D. Release management

Correct Answer: C

QUESTION 3

What is a Configuration Baseline?

A. A benchmark of the service provider\\'s capability

B. A configuration audit report

C. A snapshot of the state of an IT Service or individual Configuration Item (CI) at a point in time

D. The change requests allocated to a release

Correct Answer: C

QUESTION 4

When can the building and testing of a Change begin?

A. As soon as the impact analysis has been discussed by the members of the Change Advisory Board

B. As soon as there is a correct network plan for the change

C. As soon as the Request for Change (RFC) has been formally authorized

D. As soon as the Request for Change (RFC) has been classified

Correct Answer: C

QUESTION 5

Which processes should the Plan, Do, Check, Act methodology be applied to?

A. all of the processes within the scope

B. the Planning and Implementing Service Management process

C. the Requirements for a Management System process

D. those that support business critical services

Correct Answer: A

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