



EX0-114^{Q&As}

IT Service Mgmt Foundation Bridge based on ISO/IEC 20000

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QUESTION 1

Documentation is a substantial part of the evidence for Service Management. What is a best practice relating to documentation?

- A. Documentation should be kept at least five years for auditing purposes.
- B. Documentation should be protected from damage due to IT related disasters.
- C. Documentation should be stored at a central place and be only accessible via procedures.
- D. Documentation should refer to the requirements of ISO/IEC 20000 for audit purposes.

Correct Answer: B

QUESTION 2

Who or what should always be informed in case a release is rejected, delayed or cancelled?

- A. Business relationship management
- B. Change management
- C. Incident management
- D. The senior management representative

Correct Answer: B

QUESTION 3

What is a purpose of ISO/IEC 20000?

- A. to promote the adoption of an integrated process approach
- B. to promote the adoption of IT governance
- C. to provide best practice guidance on IT Service Management
- D. to provide best practice guidance on security management

Correct Answer: A

QUESTION 4

Different types of events are reported to the Service Desk. Which event is an incident?

- A. Information about the rollout of a specific application



- B. A notification that a new toner cartridge has just been installed in a printer
- C. A report that the printer is not working
- D. A request for the installation of a new bookkeeping package

Correct Answer: C

QUESTION 5

The Service Desk of supplier X continuously receives the same incident report. This concerns the latest version of a client-server application. The problem no longer occurs if the former version is re-installed. Because the cause of the incident has still not been traced, the supplier decides to advise the customers to temporarily install the old version, if the problem occurs. What is this advice an example of?

- A. Known Error
- B. Problem
- C. Workaround
- D. Request for Change

Correct Answer: C

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