EX0-114 Q&As

IT Service Mgmt Foundation Bridge based on ISO/IEC 20000

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QUESTION 1

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 2

One of the activities of Problem Management is the analysis of historical Incident and Problem data held in the Configuration Management Database (CMDB) in order to understand trends. Which aspect of Problem Management accomplishes this?

A. Error Control

B. Identification of root causes

C. Proactive Problem Management

D. Problem Control

Correct Answer: C

QUESTION 3

What is meant by the Urgency of an Incident?

A. the degree to which the solution of an incident tolerates delay

B. the degree to which the incident gives rise to a deviation from the normal service level

C. the time needed by IT Services to resolve the incident

D. the relative importance of the incidents when handling them

Correct Answer: A

QUESTION 4

Which aspect of the IT-Service Industry is considered to be one of the most important, but also one of the most difficult?

A. constant quality

B. incorporating technological innovations

C. innovating the way services are provided

D. methodological order based on best practices

Correct Answer: A

QUESTION 5

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

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