EX0-114^{Q&As}

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IT Service Mgmt Foundation Bridge based on ISO/IEC 20000

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QUESTION 1

Staff should be trained in relevant aspects of Service Management. What information with respect to training should be maintained?

A. A chronological training record for each individual

B. A record of all future training courses for each employee

C. An overview of all personal details per employee

D. An overview of all possible training modules that match with competences

Correct Answer: A

QUESTION 2

What would increase the amount of detail in the Configuration Management Database (CMDB)?

A. Increasing the scope of the CMDB

B. Increasing the number of attributes of each Configuration Item (CI) in the CMDB

C. Increasing the number of records in the CMDB

D. Increasing the use of the CMDB

Correct Answer: B

QUESTION 3

What is used for the assessment of maturity of organizations?

A. CMMI?

B. CobITTM

C. ITIL?

D. MOF

Correct Answer: A

QUESTION 4

What is the objective of the Security Management process?

A. to manage information security effectively for critical services only

B. to manage information security effectively for IT staff

C. to manage information security effectively relating to the financial administration of service activities

D. to manage information security effectively within all service activities

Correct Answer: D

QUESTION 5

Which process has the objective to ensure that the available supply of processing power matches the business demands, both now and in the future?

A. Availability Management

B. Capacity Management Financial

C. Management for IT Services

D. IT Service Continuity Management

Correct Answer: B

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