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Exin EX0-114



IT Service Management Foundation Bridge based on

ISO/IEC20000

Version: 5.0  
Exin EX0-114 Exam

## Exam A

### QUESTION 1

Which of the following is a best practice concerning information security risk assessment?

- A. Information security risk assessments should be carried out by an external auditor to maintain objectivity.
- B. Information security risk assessments should be performed as a result of the review of every incident.
- C. Information security risk assessments should be performed at agreed intervals and be maintained during changes.
- D. Information security risk assessments should be performed once a year.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

### QUESTION 2

A company decides to apply the principle of continual improvement. Which action would result from this decision?

- A. Analyze and evaluate the existing situation to identify areas for improvement
- B. Analyze customer satisfaction and identify resulting actions
- C. Review the Service Management System at least annual
- D. Start an internal service organization evaluation

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

### QUESTION 3

Due to excessive workload, the Desktop Support group has been unable to meet their agreed service levels. One of the major contributing factors is the time being spent in direct communication with users. Which Process or Function can help to alleviate some of this workload?

- A. Incident Management
- B. Problem Management
- C. Service Desk Service
- D. Level Management

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

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Explanation:

### QUESTION 4

What defines Service Quality?

- A. A series of activities that can be assessed in advance by a provider and customer
- B. Achieving a 99.999% continuous level of availability
- C. Meeting stated customer requirements and expectations
- D. Providing a cost-effective service

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### QUESTION 5

What data is recorded when an incident is reported to the Service Desk?

- A. the name of the person reporting the Incident
- B. the name of the person handling the Problem
- C. the name of the person who approves the Request for Change (RFC)
- D. the names of persons who are authorized to implement Changes in the Configuration ManagementDatabase (CMDB)

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### QUESTION 6

What is the difference between a process owner and a process manager?



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- A. a process owner is responsible for the effectiveness of the process and a process manager is responsible for the realization of the process
  - B. a process owner is a director and a process manager is a manager
  - C. a process owner must have a Manager's Certificate and a process manager must have a Practitioner's certificate
  - D. a process owner will work directly with business leadership and the process manager only works within IT
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**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### QUESTION 7

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

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 8**

What is used for the assessment of maturity of organizations?

- A. CMMI®
- B. CobITTM
- C. ITIL®
- D. MOF

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 9**

Which process aims to prevent incidents resulting from changes to the IT infrastructure?

- A. Availability Management
- B. Change Management
- C. Incident Management
- D. Problem Management

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

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Explanation:

#### **QUESTION 10**

What is required to be in place for emergency changes?

- A. Capacity plans
- B. Controlled Acceptance Test environment
- C. policies and procedures
- D. Service Continuity Plans

**Correct Answer:** C

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 11**

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/EC 20000 for audit purposes.

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 12**

The Service Desk of supplier X continuous 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
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**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 13**

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**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 14**

What is the most common process that is associated with the Service Desk?

- A. Change Management
- B. Configuration Management
- C. Incident Management
- D. Service Level Management

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 15**

Problem Management is responsible for carrying out trend analysis of Incident volumes and types. What is the reason for this?

- A. to be able to charge to the correct users of the service
  - B. to be able to provide reports to management
  - C. to prevent repetitive occurrence of Incidents
  - D. to provide input to the Capacity Database
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**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 16**

What is the purpose of CobiTTM?

- A. to provide a high level process model that organizes a broad range of IT activities
- B. to provide a set of detailed practices on how to implement processes and is therefore well suited as a process implementation tool
- C. to provide a certified measurement framework that legally provides proof of meeting the Sarbanes-Oxley (SOX) requirements
- D. to provide a uniform structure to understand, implement and evaluate IT capabilities, performance and risks

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 17**

Why is it important that the Service Desk attempts to link an Incident to a Known Error?

- A. because this is part of the IT Service Management model
- B. because this means the incident can be resolved more quickly
- C. because this allows incidents to be better tracked

D. because otherwise Problem Management cannot work

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 18**

What must be included in a well defined Process structure?

A. expected results

B. functions

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C. statistical support

D. timelines

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 19**

What is known as a temporary solution that enables the user to continue working?

A. Known Error

B. Request For Change (RFC)

C. Service Request

D. Workaround

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 20**

Through which process does the implementation of new or changed services, including closure of a service, need to be planned and approved?

A. Business Relationship Management

B. Change Management

C. Release Management

D. Service Level Management

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 21**

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**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 22**

What has to be included in a well defined process?

- A. Expected outcomes
- B. Functions
- C. Statistical support
- D. Timelines

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 23**

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**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 24**

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
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D. Problem Control

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 25**

Quality Management Systems can assist organizations in enhancing what?

- A. Customer satisfaction
- B. ISO/EC 20000
- C. Relationship with third parties
- D. Supplier satisfaction

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 26**

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

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 27**

Deming proposed a system of continuous improvement. Which four activities does this system involve?

- A. Plan. Do. Check and Act
- B. Plan. Do. Evaluate and Act
- C. Plan. Perform. Audit and Improve
- D. Plan. Perform. Evaluate and Act

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**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 28**

In recent months at a transport company with 1500 desktops, dozens of requests have been received for expansion of the internal memory because its size has proven to be insufficient. Which process should have prevented this from happening?

- A. Capacity Management
- B. Service Level Management
- C. Configuration Management
- D. Availability Management

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 29**

Which process includes the responsibility of recovering the service as quickly as possible?

- A. Availability Management
- B. IT Service Continuity Management
- C. Incident management
- D. Problem Management

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 30**

What is the definition of IT Service Management?

- A. An organization supplying services to one or more customers
- B. Best practice guidance for operating services
- C. Requirements for delivering service based upon best practices
- D. Specialized organizational capabilities providing value to customers "Pass Any Exam. Any Time." - [www.actualtests.com](http://www.actualtests.com) 11 Exin EX0-114 Exam

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 31**

Which process or function is responsible for supplying first-line support and assistance in daily use of IT services'?

- A. Availability Management
- B. Incident Management
- C. Service Desk
- D. Service Level Management

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 32**

What does the term "Integrity" mean in the context of Information Security Management?

- A. Protecting the information against unauthorized use
- B. Monitoring the access to information
- C. The accuracy, completeness and correctness of the information
- D. Screening the support staff on their loyalty to the IT organization

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 33**

What is a Known Error?

- A. A serious incident whose resolution is known
- B. A Problem that is resolved
- C. A Problem for which the cause and Workaround have been identified
- D. A Problem that cannot be matched

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

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Explanation:

**QUESTION 34**

Which process or function has the responsibility of distributing information to users?

- A. Change Management
- B. Customer Relationship Management
- C. Incident Management
- D. Service Desk

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 35**

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

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 36**

A Change leads to a modification of an IT element. Which of the following terms best describes the element being modified?

- A. A developed application
- B. A Configuration Item
- C. A Service
- D. A deployed infrastructure

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

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Explanation:

**QUESTION 37**

What defines Service Quality'?

- A. A series of activities that can be assessed in advance by a provider and customer
- B. Achieving a 99.999% continuous level of availability
- C. Meeting stated customer requirements and expectations
- D. Providing a cost-effective service

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 38**

In the context of standards, what does the term "conformity" stand for?

- A. Alignment of an audit nonconformity report to a re-audit report
- B. Compliance with a requirement
- C. Quality Management System certification by an approved body
- D. Verification of supplier certification

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 39**

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

- A. Capacity management
- B. Incident management
- C. Information security management
- D. Release management

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

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**QUESTION 40**

What is the contribution of Availability Management to the Service Level Management process?

- A. Availability Management provides information about the availability of the services being provided.
- B. Availability Management acts in consultation with users to determine the availability of IT services.
- C. Availability Management supplies data about the availability requirements of users.
- D. Availability Management ensures that a Service Level Agreement (SLA) is available for all users.

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 41**

What are the key contents of an IT Service Management system?

- A. A documented organizational and operational structure
- B. A software system for the ticket
- C. A software system to monitor the key performance indicators (KPIs)
- D. Systematic processes for ticket recording and follow-up only

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 42**

What is mandatory to define in the incident management procedures?

- A. The escalation of incidents
- B. The implementation of emergency changes
- C. The recording of deficiencies in the configuration management database (CMDB)
- D. The recording of problems

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

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#### QUESTION 43

While planning for service improvements, what is an important best practice to consider?

- A. Service improvement targets should be measurable, linked to business objectives and documented in a plan.
- B. The progress of service improvement should be discussed at least weekly in the steering committee.
- C. The progress should be monitored closely by an independent project manager to maintain objectivity.
- D. The service improvement targets should not change until the target is reached, or else no consistency is maintained

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### QUESTION 44

What can be improved by achieving quality objectives?

- A. Effectiveness of the service
- B. Personal satisfaction of the Configuration Manager
- C. Relationship with interested suppliers
- D. Relationship with unauthorized parties

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### QUESTION 45

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 "Pass Any Exam. Any Time." - [www.actualtests.com](http://www.actualtests.com) 16 Exin EX0-114 Exam

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 46**

Which statement below is not a purpose of Supplier Management procedures?

- A. That business transactions between all parties are recorded
- B. That information on the performance of all suppliers can be observed and acted upon
- C. That it is made clear that the supplier cannot subcontract part of the delivered services to the Service Provider
- D. That the suppliers understand their obligation to the Service Provider

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 47**

The service provider thinks that the service levels will not be met might a certain incident occur.

When will the customer be informed?

- A. After the breach
- B. Before the breach
- C. During service reporting
- D. Never

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 48**

What is the aim of an internal audit?

- A. To ensure and improve one's own quality capability
- B. To instruct all employees that quality-related requirements must be observed
- C. To monitor employee performance

D. To verify whether the defined key performance indicators (KPIs) are actually determined "Pass Any Exam. Any Time." - [www.actualtests.com](http://www.actualtests.com) 17 Exin EX0-114 Exam

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 49**

When improving the IT Service Management system, what needs to be considered to ensure on- going compliance with the service provider's corporate objectives / requirements?

- A. A competitor's process management system
- B. Any standards defined by the company itself
- C. The budget available to Human Resources
- D. The time to update the process documentation

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 50**

In many organizations, management tasks or parts of those tasks are performed t>y third parties. Agreements are made with these parties that are expressed in contracts. What are these contracts called?

- A. Service Level Agreements (SLAs)
- B. Operational Level Contracts
- C. Service Contracts
- D. Underpinning Contracts

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 51**

What is an ISO/EC 20000 requirement relating to the service management plan?

- A. It must be available in at least one hard copy and approved
- B. It must include the documented procedures specified by the standard
- C. It must include the scope of the organization's service management plan
- D. It must never include any know-how of the organization "Pass Any Exam. Any Time." - [www.actualtests.com](http://www.actualtests.com) 18 Exin EX0-114 Exam

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**



Explanation:

#### **QUESTION 52**

What is required for an implementation of IT Service Management to be successful?

- A. A top-down approach whereby the management of the organization strongly and visibly enforces the implementation
- B. Buy-in specifically from the levels in the organization which will be operationally involved in IT Service Management activities
- C. The appointment of a specialist department responsible for the development of the process structures
- D. The involvement and commitment of personnel at all levels in the organization from operational staff to top management

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 53**

What is a function of processes?

- A. They express the level of compliance with the requested quality characteristics.
- B. They represent a complete set of monitoring options.
- C. They describe vertical and horizontal escalation options.
- D. They complement descriptions of structural and organizational roles and responsibilities

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 54**

Which statement with regard to Information Security Management is true?

- A. Information Security Management to specifically focus on managing Information Security effective within all information systems.
- B. Management with appropriate authority shall approve an Information Security policy.  
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- C. Security Incidents need to be reported and recorded immediately in line with the Problem Management procedure.
- D. Security Incidents shall only be reported and recorded if they affect more than one user

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 55**

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

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 56**

Which process has the goal to maintain and improve rr Service quality, through a constant cycle of agreeing, monitoring and reporting upon IT service achievements and the investigation of actions to eradicate poor service?

- A. Availability Management
- B. Financial Management for IT Services
- C. IT Service Continuity Management
- D. Service Level Management

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 57**

One of the activities required for effective planning, coordination and evaluation of requested changes is assessing the impact and required resources. Which process or function is responsible for this activity?

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- A. Change Management
- B. Configuration Management
- C. Release Management
- D. Service Desk

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 58**

Input from other Service Management processes is required to keep the IT service continuity plan current. Which process has the most to contribute?

- A. Change management
- B. Availability management
- C. Financial management for IT services
- D. Problem management

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 59**

When a new service is being planned Service Level Management (SLM) needs to ensure that existing performance levels of other IT services will not be unduly impacted. From which process will Service Level Management (SLM) require input?

- A. Availability Management
- B. Capacity Management Financial
- C. Management for IT Services
- D. IT Service Continuity Management

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 60**

What is the objective of a Management System?

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- A. to define, agree, record and manage levels of services
- B. to ensure that Key Performance Indicators (KPIs) are defined for all IT services
- C. to ensure that new services and changes to services will be deliverable and manageable at the agreed cost and services quality
- D. to provide the policies and the framework that is needed for the effective management and implementation of all IT services

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 61**

A Release policy needs to be documented and agreed. What must be included in the Release policy?

- A. an analysis of the success or failure of
- B. Releases Requests For Change (RFCs)
- C. the frequency and type of Releases
- D. the Release dates

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 62**

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**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 63**

An e-mail client software upgrade requires a security patch for the operating system and a

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memory upgrade. Which process or function is responsible for rolling out these Changes?

- A. Change Management
- B. Release Management
- C. Security Management
- D. Service Desk

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 64**

One of the responsibilities of Release Management is to ensure that the master copies of software are stored in a secure location. What is the name of this location?

- A. Capacity Database
- B. Configuration Management Database (CMDB)
- C. Definitive Software Library (DSL)
- D. Software Distribution Library

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 65**

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

- A. all of the processes within the scope
- B. the Planning & Implementing Service Management process
- C. the Requirements for a Management System process
- D. those that support business critical services

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 66**

According to ISO/IEC 20000, what is the minimum frequency for the Service Provider and the

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Customer to attend a service review meeting for discussing changes to the service scope?

- A. annually
- B. monthly
- C. only when there is a business need to change the service
- D. quarterly

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 67**

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

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 68**

A number of important documents are used within Service Level Management One of these documents consists of an overview of services and Service Levels offered. What is the name of the document?

- A. Service Catalog
- B. Service Level Agreement (SLA)
- C. Service Level Requirement
- D. Underpinning Contract

**Correct Answer:** A

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 69**

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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**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 70**

What may define the scope of Service Management in the Service Management plan?

- A. the location of the services
- B. the number of staff
- C. the size of the infrastructure
- D. the specific processes undertaken

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 71**

What is a best practice for Capacity Management?

- A. A Capacity plan documenting the actual performance and the expected requirements should be produced at least annually.
- B. Decisions about service provision should be based on cost effectiveness comparisons.
- C. The resilience of the infrastructure components should be measured and included in the Capacity plan.
- D. The Service Catalog should be maintained and kept up-to-date.

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 72**

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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

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 73**

What is the objective of the service reporting process?

- A. to document measures taken to manage information security effectively within all service activities
- B. to minimize disruption to the business by using the information contained in reports in order to identify and analyze the cause of Incidents
- C. to produce agreed, timely, reliable, accurate information to aid decision making and effective communication
- D. to provide progress reports on the planning and implementation of service management

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 74**

What is a parameter for measuring progress relative to key objectives in an organization?

- A. Balanced Scorecard (BCS)
- B. Critical Success Factor (CSF)
- C. Key Performance Indicator (KPI)
- D. Service Improvement Program (SIP)

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Explanation:

#### **QUESTION 75**

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Which process is responsible for registering the relationships within the IT infrastructure?

- A. Asset Management
- B. Change Management
- C. Configuration Management
- D. Release Management

**Correct Answer:** C

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 76**

Which of the following activities in the Problem Management process is related to the Change Management process?

- A. identifying Problems
- B. classifying Problems
- C. correcting Problems
- D. investigating a solution

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 77**

What does Service Management aim to achieve?

- A. to exceed expectations at all times based on solid processes followed rigidly at all times
- B. to exceed expectations occasionally, recognizing that the customer will be disappointed at other times
- C. to provide an agreed and well-defined level of quality, based on ongoing communication with the customer
- D. to provide well-defined processes and measures, by which the Service Management organization can ratetheir quality for the customer

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Explanation:

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**QUESTION 78**

What is the best definition of "Quality system"?

- A. ability to maintain availability of the IT infrastructure, services and supporting organization to ensure theserequirements are met consistently
- B. mandatory Quality management practices followed by everyone in the service provider organizations
- C. organizational structure related to responsibilities, procedures and resources for implementing qualitymanagement
- D. set of the measures and procedures used to ensure that the services provided continue to fulfill theexpectations of the customer and the relevant agreements

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**



Explanation:

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