

EX0-114_Wins_Exam

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20000

IT Service Management Foundation Bridge based on ISO/IEC

Total Questions: 78

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:

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:

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:

QUESTION 4

What defines Service Quality?



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- 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:

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 Management Database (CMDB)

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 6

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

- 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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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:

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:

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:

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:

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:

QUESTION 12

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

Section: (none)

Explanation

Explanation/Reference:

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:

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:

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

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

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:

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:

QUESTION 18

What must be included in a well defined Process structure?

- A. expected results
- B. functions
- C. statistical support
- D. timelines

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Exam B

QUESTION 1

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:

QUESTION 2

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:

QUESTION 3

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:

QUESTION 4

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:

QUESTION 5

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:

QUESTION 6

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?



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- A. Error Control
- B. Identification of root causes
- C. Proactive Problem Management
- D. Problem Control

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 7

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:

QUESTION 8

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:

QUESTION 9

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 10

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:

QUESTION 11

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:

QUESTION 12

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

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 13

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:

QUESTION 14

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:

QUESTION 15

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:

QUESTION 16

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:

QUESTION 17

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:

QUESTION 18

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:

QUESTION 19

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:

QUESTION 20

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:

Exam C

QUESTION 1

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:

QUESTION 2

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:

QUESTION 3

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:

QUESTION 4

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:

QUESTION 5

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



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- 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:

QUESTION 6

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:

QUESTION 7

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

Section: (none)

Explanation

Explanation/Reference:

QUESTION 8

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:

QUESTION 9

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:

QUESTION 10

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 11

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:

QUESTION 12

In many organizations, management tasks or parts of those tasks are performed by 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:

QUESTION 13

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

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 14

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:

QUESTION 15

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:

QUESTION 16

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.
- 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:

QUESTION 17

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:

QUESTION 18

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:

QUESTION 19

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?

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 20

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:

Exam D

QUESTION 1

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:

QUESTION 2

What is the objective of a Management System?

- 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:

QUESTION 3

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:

QUESTION 4

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:

QUESTION 5

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

QUESTION 6

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:

QUESTION 7

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:

QUESTION 8

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

QUESTION 9

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:

QUESTION 10

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:

QUESTION 11

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:

QUESTION 12

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:

QUESTION 13

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:

QUESTION 14

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:

QUESTION 15

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:

QUESTION 16

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:

QUESTION 17

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:

QUESTION 18

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:

QUESTION 19

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 rate their quality for the customer

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 20

What is the best definition of "Quality system"?

- A. ability to maintain availability of the IT infrastructure, services and supporting organization to ensure these requirements 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 quality management
- D. set of the measures and procedures used to ensure that the services provided continue to fulfill the expectations of the customer and the relevant agreements

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:



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