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EX0-114 Exam

IT Service Management Foundation Bridge based on ISO/IEC 20000

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Question: 1

Which of the following is a benefit of ISO/IEC 20000 certification?

A. It guarantees that all certified IT Service Management processes are at least audited by a registered certification body once a year.
B. It shows that a company manages IT Services according to an independently audited quality standard.
C. It shows that a company takes quality seriously and that each service is independently audited before it is being delivered.
D. It shows that the highest possible quality level has been achieved.

Answer: B

Question: 2

What shall the Service Level Agreements (SLAs) with the suppliers be aligned with?

A. the Service Level Plans
B. the Service Management Plans
C. the SLAs with the other parties
D. the SLAs with the customers

Answer: D

Question: 3

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

A. A competitor process management systemA competitor? process management system
B. Any standards defined by the company itself
C. The budget available to the Personnel Department
D. The time to update the process documentation

Answer: B

Question: 4

What is the definition of quality according to ISO 9000?

A. Quality is when all features of a service which are agreed with the customer are being delivered to the customer.

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B. Quality is when the expectations from the customer to a certain service or product are being delivered to the customer.
C. Quality is when the requirements and expectations of all stakeholders involved in the product lifecycle are being fulfilled.
D. Quality is when the agreed service levels of a specific and defined service are met during more then six subsequent periods.

Answer: A

Question: 5

Which of the following actions should be taken to ensure continual improvement of a Service Management System?

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 annually.
D. Start an internal service organization evaluation.

Answer: A

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