

**Exin EX0-114**

**IT Service Management Foundation Bridge based on  
ISO/IEC20000  
Version: 5.0**

**QUESTION NO: 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.

**Answer: C**

**Explanation:**

**QUESTION NO: 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

**Answer: A**

**Explanation:**

**QUESTION NO: 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

**Answer: C**

**Explanation:****QUESTION NO: 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

**Answer: C**

**Explanation:**

**QUESTION NO: 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)

**Answer: A**

**Explanation:**

**QUESTION NO: 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

**Answer: A**

**Explanation:**

**QUESTION NO: 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

**Answer: A**

**Explanation:**

**QUESTION NO: 8**

What is used for the assessment of maturity of organizations?

- A. CMMI®
- B. CobIT™
- C. ITIL®
- D. MOF

**Answer: A**

**Explanation:**

**QUESTION NO: 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

**Answer: B**

**Explanation:**

**QUESTION NO: 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

**Answer: C**

**Explanation:**

**QUESTION NO: 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.

**Answer: B**

**Explanation:**

**QUESTION NO: 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