

PremiumVCEdump

PremiumVCEdump

> Contact Us

Login / Register

Search...



HOME

ALL VENDORS

GUARANTEE

FAQ

TESTIMONIALS

CART (0)

Pass Your Next Certification Exam Fast!

Everything you need to prepare, learn & pass your certification exam easily.

365 days free updates. First attempt guaranteed success.

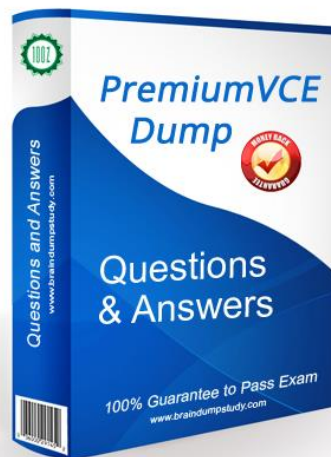
Try **Desktop Test Engine** before you buy

Instant Download

After Payment, our system will send you the products you purchase in mailbox in a minute after payment. If not received within 2 hours, please contact us.

365 Days Free Updates

Free update is available within 365 days after your purchase. After 365 days, you will get 50% discounts for updating.



Money Back Guarantee

Full refund if you fail the corresponding exam in 60 days after purchasing. And Free get any another product.

Security & Privacy

We respect customer privacy. We use McAfee's security service to provide you with utmost security for your personal information & peace of mind.

<http://www.premiumvcedump.com/>

High-Quality Certification Exam Premium VCE Braindumps materials

Exam : EX0-114

Title : IT Service Mgmt Foundation Bridge
based on ISO/IEC 20000

Vendors : EXIN

Version : DEMO

NO.1 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

NO.2 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

NO.3 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

NO.4 What is used for the assessment of maturity of organizations?

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

Answer: A

NO.5 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

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

NO.7 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

NO.8 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

NO.9 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

NO.10 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