



EX0-114^{Q&As}

IT Service Mgmt Foundation Bridge based on ISO/IEC 20000

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QUESTION 1

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

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

QUESTION 3

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

QUESTION 4

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

QUESTION 5

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

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