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EX0-110

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*Foundation Bridge Exam IT Service Management 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 on-going 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 managementsystemA 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.
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

QUESTION: 6
An objective of capacity management is to ensure that the service provider has, at all times, sufficient capacity to meet the current and future agreed demands of the customer's business needs. What document is produced to support this objective?

A. Availability plan
B. Business resource plan
C. Capacity plan
D. Service Management plan

Answer: C

QUESTION: 7
What is the purpose of CobiT TM ?

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.

Answer: D

QUESTION: 8
Updates to the Service Level Agreement (SLA) shall be under the control of which process?

A. Business Relationship Management process
B. Change Management process
C. Configuration Management process
D. Service Level Management process

Answer: B

QUESTION: 9
What characteristic do the ISO/IEC 27001 and ISO/IEC 20000 standards have in common?

A. a focus on Information Security Management above all other processes
B. consistent implementation of the PDCA cycle in IT Service Management
C. improved compatibility with other management systems
D. the possibility of increasing business success by means of a self-assessment process

Answer: B

QUESTION: 10
Who conducts the first party audit?

A. an external independent organization
B. Customers of the IT Service Management organization
C. other persons on behalf of the Customer
D. the IT Service Management organization itself

Answer: D

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