



**Vendor:** EXIN

**Exam Code:** EX0-110

**Exam Name:** Foundation Bridge Exam IT Service Management ISO/IEC 20000

**Version:** DEMO

**QUESTION NO: 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 NO: 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 NO: 3**

When improving the IT Service Management system, what needs to be considered to ensure ongoing compliance with the service provider? When 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 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 NO: 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 than six subsequent periods.

**Answer: A**

**QUESTION NO: 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 NO: 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 NO: 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 NO: 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 NO: 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 NO: 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**

**QUESTION NO: 11**

What is the objective of the Security Management process?

- A. to manage information security effectively for critical services only
- B. to manage information security effectively for IT staff
- C. to manage information security effectively relating to the financial administration of service activities
- D. to manage information security effectively within all service activities

**Answer: D**

**QUESTION NO: 12**

What is the objective of the Continual Improvement (Act) stage of Planning and Implementing Service Management, as described in the ISO/IEC 20000 standard?

- A. to improve the efficiency and effectiveness of the business
- B. to improve the efficiency and effectiveness of the ITIL processes
- C. to improve the efficiency and effectiveness of service delivery and management
- D. to improve the efficiency and effectiveness of service support

**Answer: C**

**QUESTION NO: 13**

Which one of the following is based upon Best Practices from the service management community?

- A. CMMI
- B. CobIT
- TM
- C. ITIL
- D. Six Sigma

**Answer: C**

**QUESTION NO: 14**

What is accreditation in the context of ISO/IEC 20000?

- A. the determination of measurement results using defined procedures on the basis of documented requirements
- B. the evaluation of test results to verify compliance with requirements plus confirmation by the certification body
- C. the notification of approved testing and certification bodies with the relevant authority for publication
- D. the official recognition by a third party of organizations involved in testing, inspection and certification

**Answer: D**

**QUESTION NO: 15**

Which of the aspects listed below is included in ISO/IEC 20000?

- A. customer communication
- B. employee motivation
- C. social responsibility
- D. standard products

**Answer: A**

**QUESTION NO: 16**

What is a purpose of ISO/IEC 20000?

- A. to promote the adoption of an integrated process approach
- B. to promote the adoption of IT governance
- C. to provide best practice guidance on IT Service Management
- D. to provide best practice guidance on security management

**Answer: A**

**QUESTION NO: 17**

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**

**QUESTION NO: 18**

What is the objective of a Management System?

- A. to define, agree, record and manage levels of services
- B. to ensure that Key Performance Indicators (KPIs) are defined for all IT services
- C. to ensure that new services and changes to services will be deliverable and manageable at the agreed cost and services quality
- D. to provide the policies and the framework that is needed for the effective management and implementation of all IT services

**Answer: D**

**QUESTION NO: 19**

How is a "record" defined within ISO/IEC 20000?

- A. It is an intention to deliver services.
- B. It is evidence of activities performed.
- C. It is the result achieved by Service Support and Service Delivery activities.
- D. It is the result of activities relating to the requirements for a Management System.

**Answer: B**

**QUESTION NO: 20**

There are eight quality management principles identified that can be used by top management in order to lead the organization toward improved performance. Which of the following is one of the eight principles?

- A. Accelerated performance
- B. Continual improvement
- C. Documented processes
- D. Service culture

**Answer: B**