

# TestkingPDF



Try before you buy

Download a free sample of any of our exam questions and answers

 Download Demo

- ✓ 24/7 customer support, Secure shopping site
- ✓ Free One year updates to match real exam scenarios
- ✓ If you failed your exam after buying our products we will refund the full amount back to you.



## Quality and Value

TestkingPDF Practice Exams are written to the highest standards of technical accuracy, using only certified subject matter experts and published authors for development - no all dumps.



## Tested and Approved

We are committed to the process of vendor and third party approvals. We believe professionals and executives alike deserve the confidence of quality coverage these authorizations provide.



## Easy to Pass

If you prepare for the exams using our TestkingPDF testing engine, It is easy to succeed for all certifications in the first attempt. You don't have to deal with all dumps or any free torrent / rapidshare all stuff.



## Try Before Buy

TestkingPDF offers free demo of each product. You can check out the interface, question quality and usability of our practice exams before you decide to buy.

<http://www.testkingpdf.com>

Valid test online & stable pass king & latest PDF dumps

**Exam :** EX0-110

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

**Vendors :** EXIN

**Version :** DEMO

NO.1 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

NO.2 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

NO.3 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

NO.4 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

NO.5 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? 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