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EX0-110 Exam

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

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Question: 1

According to ISO/IEC 20000, what is the minimum frequency for the Service Provider and the Customer to attend a service review meeting for discussing changes to the service scope?

- A. annually
- B. monthly
- C. only when there is a business need to change the service
- D. quarterly

Answer: A

Question: 2

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

Question: 3

What may define the scope of Service Management in the Service Management plan?

- A. The location of the services
- B. The number of staff
- C. The size of the infrastructure
- D. The specific processes undertaken

Answer: A

Question: 4

What may Certification Bodies do?

- A. Provide consultancy and certification services
- B. Provide neither consultancy nor certification services
- C. Provide only certification services
- D. Provide only consultancy services

Answer: C

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