

# EX0-103<sup>Q&As</sup>

ISO/IEC 20000 Foundation

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**QUESTION 1**

What is the purpose of a Problem review?

- A. To prevent computer systems from having too limited disk space so that capacity problems will not occur
- B. To provide expert help on risk assessment for optimization of security procedures
- C. To restore the service to normal operating conditions as soon as possible
- D. To seek improvements to the process and to prevent recurrence of Incidents or mistakes

Correct Answer: D

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**QUESTION 2**

What should planning for a new or changed service consider?

- A. a complete review of all recent security breaches
- B. Known Errors to file systems
- C. the existing service levels
- D. verification that the appropriate level of testing is completed

Correct Answer: C

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**QUESTION 3**

What is the objective of planning and implementing new or changed services?

- A. To ensure that all Changes are assessed, approved, implemented and reviewed in a controlled manner
- B. To ensure that approved Changes are implemented in the IT infrastructure with acceptable risks for the current and new IT services
- C. To ensure that new services and changes to services will be deliverable and manageable at the agreed cost and service quality
- D. To ensure that standard methods and procedures are used so that Changes can be handled quickly and with the lowest possible negative impact on service quality

Correct Answer: C

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**QUESTION 4**

New or changed services need to be accepted before being implemented into the live environment. What shall be done after a new or changed service has been implemented?

- A. A Post Implementation Review (PIR) is held comparing actual outcomes against those planned.
- B. An approach needs to be defined for interfacing to projects that are creating or modifying services.
- C. Nothing additional: the new or changed service goes into Business As Usual and will be managed as a normal service.
- D. The manner in which the Change shall be reversed or remedied if unsuccessful needs to be defined.

Correct Answer: A

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#### **QUESTION 5**

What is according to ISO/IEC 20000 a required part of the planning for new or changed services?

- A. establishing a good relationship with the Customer
- B. service acceptance criteria
- C. setting up a process to deal with contractual disputes
- D. the process for identifying, measuring, reporting and managing improvement activities

Correct Answer: B

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