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EX0-103^{Q&As}

ISO/IEC 20000 Foundation

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QUESTION 1

While planning for service improvements, what is an important best practice to consider?

A. Service improvement targets should be measurable, linked to business objectives and documented in a plan.

B. The progress of service improvement should be discussed at least weekly in the steering committee.

C. The progress should be monitored closely by an independent project manager to maintain objectivity.

D. The service improvement targets should not change until the target is reached, or else no consistency is maintained.

Correct Answer: A

QUESTION 2

Which service changes should be documented in change records?

A. All service changes

B. Formal closure of services

C. Staff recruitment

D. User training

Correct Answer: A

QUESTION 3

Which of the following is true of process descriptions?

A. They express the level of compliance with the requested quality characteristics.

B. They represent a complete set of monitoring options.

C. They describe vertical and horizontal escalation options.

D. They complement descriptions of structural and organizational roles and responsibilities.

Correct Answer: D

QUESTION 4

Which of the following standards was the forerunner to ISO/IEC 20000?

A. BS 1968

B. BS 7799

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C. BS 8800

D. BS 15000

Correct Answer: D

QUESTION 5

Which of the following tasks is assigned to each process manager?

A. Channeling data to Problem Management

B. Ensuring the process is running effectively and efficiently

C. Following up on Incidents

D. Setting up Service Level Agreements with the users

Correct Answer: B

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