

EX0-103^{Q&As}

ISO/IEC 20000 Foundation

Pass EXIN EX0-103 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.pass2lead.com/ex0-103.html>

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by EXIN
Official Exam Center

- ⚙️ **Instant Download** After Purchase
- ⚙️ **100% Money Back** Guarantee
- ⚙️ **365 Days** Free Update
- ⚙️ **800,000+** Satisfied Customers



QUESTION 1

What purpose can the ISO/IEC 20000 standard serve?

- A. It defines specific Key Performance Indicators (KPIs) upon which service performance can be assessed.
- B. It defines the requirements to be satisfied in a certification audit.
- C. It helps to decide on the requirements that need to be verified within the scope of a supply agreement.
- D. It provides a yardstick for the design of a Total Quality Management System.

Correct Answer: B

QUESTION 2

Which statement below is not a purpose of Supplier Management procedures?

- A. That business transactions between all parties are recorded
- B. That information on the performance of all suppliers can be observed and acted upon
- C. That it is made clear that the supplier cannot subcontract part of the delivered services to the Service Provider
- D. That the suppliers understand their obligation to the Service Provider

Correct Answer: C

QUESTION 3

Personnel should be competent on the basis of appropriate education and experience. Which of the following is a best practice relating to competence?

- A. Appropriate records of education, training, skills and experience need to be maintained.
- B. At least two employees should be suitably trained for each role.
- C. Employees should have at least a relevant bachelors degree.
- D. Personnel should all have a relevant Security training according to ISO/IEC 27002.

Correct Answer: A

QUESTION 4

What is SixSigma®?

- A. It is a quality instrument to measure defects in process outputs.

- B. It is a six step maturity model to improve the capability of business processes.
- C. It is a standard that is recently developed for improvement of IT processes.
- D. It is a structured, statistically based approach to process improvement.

Correct Answer: D

QUESTION 5

What is required to be included in Release Management procedures according to ISO/IEC 20000?

- A. the authorization and implementation of emergency Changes
- B. the investigation and prevention of Security Incidents
- C. the recording of all reported Incidents
- D. the updating and changing of configuration information and Change records

Correct Answer: D

[EX0-103 PDF Dumps](#)

[EX0-103 Study Guide](#)

[EX0-103 Braindumps](#)