EX0-103^{Q&As}

ISO/IEC 20000 Foundation

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QUESTION 1

What is accreditation in the context of ISO/IEC 20000?

A. The determination of measurement results using defined procedures on the basis of documented requirements

B. The evaluation of test results to verify compliance with requirements plus confirmation by the certification body

C. The notification of approved testing and certification bodies with the relevant authority for publication

D. The official recognition by a third party of organizations involved in testing, inspection and certification

Correct Answer: D

QUESTION 2

Why are processes required?

A. to be able to define quality objectives in a structured manner

B. to ensure that service issues never arise

C. to provide consistency in the output from activities

D. to satisfy the needs of major outsource providers

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 level of Capacity is targeted by Capacity Management?

A. sufficient Capacity to meet agreed current and future demands

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B. sufficient Capacity to meet all current and future demands

C. sufficient Capacity to meet all development and operational requirements

D. sufficient Capacity to meet current demands only

Correct Answer: A

QUESTION 5

All service changes should be reflected in Change Management records. Which of the aspects below is an example of a service change, that needs to be reflected in a Change record?

A. a formal closure of services

B. a major Incident

C. a Service Level Agreement failure

D. an identified Problem

Correct Answer: A

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