

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

ISO/IEC 20000 Foundation

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**QUESTION 1**

What is a benefit to an organization when the services are delivered according to ISO/IEC 20000?

- A. The environmental needs of the employees in the organization are well looked after.
- B. The organization becomes more process focused and thereby more efficient.
- C. The organization behaves in a socially responsible way.
- D. The organization has less suppliers to deal with.

Correct Answer: B

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**QUESTION 2**

Why is it important for Service Providers to provide documents and records?

- A. It is part of the requirements (evidence) to become ISO/IEC 20000 compliant.
- B. to be able to uniquely identify and record all Configuration Items (CIs) in the Configuration Management Database (CMDB)
- C. to ensure effective planning, operation and control of Service Management
- D. to ensure employees are aware of the relevance and importance of their work activities

Correct Answer: C

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**QUESTION 3**

According to the ISO/IEC 20000 standard it is important that a process exists to deal with contractual disputes with suppliers. Which process is responsible for the definition of this process?

- A. Business Relationship Management
- B. Contract Management
- C. Service Level Management
- D. Supplier Management

Correct Answer: D

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**QUESTION 4**

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

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**QUESTION 5**

When scoping for ISO/IEC 20000, what is it that will be audited for certification?

- A. the ITIL processes in scope
- B. the Management System in scope
- C. the sections of the standard in scope
- D. the services in scope

Correct Answer: B

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