

EX0-103^{Q&As}

ISO/IEC 20000 Foundation

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QUESTION 1

What is a Configuration Baseline?

- A. A benchmark of the service provider's capability
- B. A configuration audit report
- C. A snapshot of the state of an IT Service or individual Configuration Item (CI) at a point in time
- D. The change requests allocated to a release

Correct Answer: C

QUESTION 2

The Plan-Do-Check-Act (PDCA) methodology can be applied to all ISO/IEC 20000 processes. What does the Act phase of this methodology cover?

- A. establishing the objectives and processes necessary to deliver results in accordance with Customer requirements and the organization's policies
- B. implementation of the processes
- C. monitoring and measuring processes and services and reporting the results
- D. taking the necessary actions to continually improve process performance

Correct Answer: D

QUESTION 3

What should Quality Management Systems encourage organizations to do?

- A. To achieve the lowest cost of service provision
- B. To achieve the maximum level of service possible
- C. To define as many metrics as possible for each process to ensure strong control
- D. To define processes that contribute to customer acceptance of services

Correct Answer: D

QUESTION 4

When should the final closure of an Incident record be completed?

- A. when all relevant information for classification and routing has been entered

- B. when the Incident has been dispatched outside the Service Desk department
- C. when the Incident is solved and normal operation is restored
- D. when the initiating user has been given the opportunity to confirm that the service is restored

Correct Answer: D

QUESTION 5

What are the key contents of an IT Service Management System?

- A. a software system for the ticket system
- B. a software system to monitor the key performance indicators (KPIs)
- C. definition of corporate measures to achieve the required level of quality
- D. systematic processes for ticket recording and follow-up only

Correct Answer: C

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