

EX0-103^{Q&As}

ISO/IEC 20000 Foundation

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QUESTION 1

What is the primary purpose of analyzing Change records?

- A. to be able to open a new Problem record, so proactive identification of Incidents is possible
- B. to check if related Incident records are adequately closed
- C. to detect increasing levels of Changes and emerging trends
- D. to provide input to the Service Reporting process

Correct Answer: C

QUESTION 2

Part of the Configuration Management process is about Configuration identification. What should be included as an attribute of a managed Configuration Item (CI)?

- A. Incidents
- B. Known Errors
- C. Licenses
- D. Requests for Change (RFCs)

Correct Answer: C

QUESTION 3

Top management has to provide evidence of its commitment to developing, implementing and improving its Service Management capability within the context of the organization's business and Customers' requirements. What is the best way that management can make this visible?

- A. by outsourcing Change Management
- B. by taking disciplinary action against underperforming employees
- C. by taking part in the planning of new IT services
- D. through leadership and actions

Correct Answer: D

QUESTION 4

According to ISO/IEC 20000, what is the minimum frequency for the Service Provider and the Customer to attend a service review meeting for discussing changes to the service scope?

- A. annually
- B. monthly
- C. only when there is a business need to change the service
- D. quarterly

Correct Answer: A

QUESTION 5

Which of the following must be included within the Service Management plan?

- A. Configuration Item (CI) type
- B. Information security controls
- C. Return to normal working
- D. Tools as appropriate to support the processes

Correct Answer: D

QUESTION 6

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 7

What is the correct way to make a change to a contract as a result of a major review of an authorized contract?

- A. through the Business Relationship Management process
- B. through the Change Management process
- C. through the Customer representative
- D. through the Supplier Management process

Correct Answer: B

QUESTION 8

Who conducts the "first party audit"?

- A. An external independent organization
- B. Customers of the IT Service Management organization
- C. Other persons on behalf of the Customer
- D. The IT Service Management organization itself

Correct Answer: D

QUESTION 9

The success and failure of Releases shall be measured. What is included in these measurements?

- A. the frequency and types of Releases
- B. the Incidents related to a Release in the period following a Release
- C. the Release dates
- D. the Request for Change (RFC)

Correct Answer: B

QUESTION 10

What does the concept of "quality" comprise?

- A. satisfying customer requirements
- B. gaining ISO/IEC 20000 certification
- C. execution of Service Level Agreements (SLAs) only
- D. maximizing utilization of personnel capacity

Correct Answer: A

QUESTION 11

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 12

Security controls shall be documented. What will the controls be related to?

- A. locations
- B. risks
- C. services
- D. staff

Correct Answer: B

QUESTION 13

What is the objective of the Continual Improvement (Act) stage of Planning and Implementing Service Management, as described in the ISO/IEC 20000 standard?

- A. To improve the efficiency and effectiveness of the business
- B. To improve the efficiency and effectiveness of the ITIL processes
- C. To improve the efficiency and effectiveness of service delivery and management
- D. To improve the efficiency and effectiveness of service support

Correct Answer: C

QUESTION 14

What is a shared concept of both ISO/IEC 27001 and ISO/IEC 20000?

- A. Capacity Management
- B. Incident Management
- C. Information Security Management
- D. Release Management

Correct Answer: C

QUESTION 15

Targets for resolution should be based on priority. When scheduling Incident or Problem resolution, which of the following should not be taken into account?

- A. the available skills
- B. the competing requirements for resources
- C. the effort/cost to provide the method of resolution
- D. the number of previously reported Incidents for the particular Configuration Item (CI)

Correct Answer: D

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