



EX0-103^{Q&As}

ISO/IEC 20000 Foundation

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QUESTION 1

What is the purpose of a Problem review?

- A. To prevent computer systems from having too limited disk space so that capacity problems will not occur
- B. To provide expert help on risk assessment for optimization of security procedures
- C. To restore the service to normal operating conditions as soon as possible
- D. To seek improvements to the process and to prevent recurrence of Incidents or mistakes

Correct Answer: D

QUESTION 2

Which of the following calculates the number of defects per million opportunities?

- A. CobIT TM
- B. ITIL
- C. MOF
- D. Six Sigma

Correct Answer: D

QUESTION 3

The appointed member of management is only responsible for the co-ordination and management of all services. Can this person perform internal audits for the delivery processes?

- A. No, because as manager he is not competent enough.
- B. No, because this person is responsible for all processes and therefore he would audit his own work.
- C. Yes, because this person is not responsible for the delivery processes.
- D. Yes, because as manager he should have knowledge of performing internal audits.

Correct Answer: C

QUESTION 4

Which of the following defines a lifecycle that is split into four quadrants (optimizing, changing, supporting and operating)?

- A. CobIT TM



- B. ITIL
- C. MOF
- D. Six Sigma

Correct Answer: C

QUESTION 5

Which of the following actions should be taken to ensure continual improvement of a Quality Management System?

- A. Analyze and evaluate the existing situation to identify areas for improvement
- B. Analyze customer satisfaction and identify resulting actions
- C. Review the Quality Management System at least annually
- D. Start an internal service organization evaluation

Correct Answer: A

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