



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 is a scope statement for ISO/IEC 20000 important?

- A. It defines what the management system has been certified against
- B. It details all of the companies that have been certified
- C. It details all of the services that have been certified
- D. It identifies which processes have been excluded from the scope

Correct Answer: A

QUESTION 3

Which of the following is used for the assessment of maturity of organizations?

- A. CMMI
- B. CobITTM
- C. ITIL
- D. MOF

Correct Answer: A

QUESTION 4

Which of the following standards was the forerunner to ISO/IEC 20000?

- A. BS 1968
- B. BS 7799



C. BS 8800

D. BS 15000

Correct Answer: D

QUESTION 5

Which of the following is a best practice concerning Information Security Risk assessment?

A. Information Security Risk assessments should be carried out by an external auditor to maintain objectivity.

B. Information Security Risk assessments should be performed as a result of the review of every incident.

C. Information Security Risk assessments should be performed at agreed intervals and be maintained during changes.

D. Information Security Risk assessments should be performed once a year.

Correct Answer: C

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