



EX0-103^{Q&As}

ISO/IEC 20000 Foundation

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**QUESTION 1**

The quality of a product may be assessed by elements such as its appearance, usefulness and robustness. Which element can be used to assess the quality of a service?

- A. How much the service costs compared to other providers of the service
- B. How much the service costs divided by an average of evaluation scores
- C. How well the service meets customer and user expectations
- D. The number of people purchasing that service

Correct Answer: C

QUESTION 2

What is the objective of Service Level Management?

- A. To define, agree, record and manage levels of service
- B. To ensure a sufficient amount of Capacity has been designated in order to achieve agreed service levels
- C. To ensure that agreed service Availability commitments to customers can be met in all circumstances
- D. To establish and maintain good relationships with Customers

Correct Answer: A

QUESTION 3

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

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

QUESTION 5

How should the Deming cycle be used?

- A. as a model for continual improvement
- B. as a model for customer orientation
- C. as a model to be used during the design phase of the service
- D. as a model to calculate the costs of service improvement

Correct Answer: A

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