



EX0-103^{Q&As}

ISO/IEC 20000 Foundation

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**QUESTION 1**

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 2

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 3

Problem Management is responsible for carrying out trend analysis of Incident volumes and types. What is the reason for this?

- A. to be able to charge to the correct users of the service
- B. to be able to provide reports to management
- C. to prevent repetitive occurrence of Incidents
- D. to provide input to the Capacity Database

Correct Answer: C

QUESTION 4

Where would an IT service for the customer normally be defined?



- A. in the IT Framework
- B. in the Operational Level Agreement (OLA)
- C. in the Service Catalog or the Service Level Agreement (SLA)
- D. in the Service Report

Correct Answer: C

QUESTION 5

During an audit, evidence is required for Service Management policies, plans and procedures. Who should ensure that this evidence is available?

- A. the Auditor
- B. the Business Relationship process owner
- C. the Senior responsible owner
- D. the Service Level Manager

Correct Answer: C

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