



EX0-103^{Q&As}

ISO/IEC 20000 Foundation

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QUESTION 1

What is the objective of a Management System?

- A. To define, agree, record and manage levels of services
- B. To ensure that Key Performance Indicators (KPIs) are defined for all IT services
- C. To ensure that new services and changes to services will be deliverable and manageable at the agreed cost and services quality
- D. To provide the policies and the framework that is needed for the effective management and implementation of all IT services

Correct Answer: D

QUESTION 2

What is a responsibility of the Service Provider with regard to Supplier Management as defined in ISO/IEC 20000-1:2005?

- A. to ensure that a process exists for the procurement of suppliers
- B. to ensure that Service Level Agreements (SLAs) with suppliers are aligned with SLAs of the business
- C. to ensure that subcontracted suppliers meet contractual requirements in all circumstances
- D. to ensure that supplier processes and procedures are defined where outsourced

Correct Answer: B

QUESTION 3

What are the key contents of an IT Service Management system?

- A. A documented organizational and operational structure
- B. A software system for the ticket system
- C. A software system to monitor the key performance indicators (KPIs)
- D. Systematic processes for ticket recording and follow-up only

Correct Answer: A

QUESTION 4

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 5

What is the recommendation with regard to the implementation of an emergency Change?

- A. Only the senior manager should authorize emergency Changes.
- B. The Change process should be completely bypassed.
- C. There is a separate process for emergency Changes.
- D. Where possible the Change process should be followed.

Correct Answer: D

QUESTION 6

Which audit is conducted by, or on behalf of, the organization itself for internal purposes and can form the basis for an organization's self-declaration of conformity?

- A. First party audit
- B. Second party audit
- C. Third party audit
- D. Fourth party audit

Correct Answer: A

QUESTION 7

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

QUESTION 8

Which of the following is a best practice for Capacity Management?

- A. A Capacity plan documenting the actual performance and the expected requirements should be produced at least annually.
- B. Decisions about service provision should be based on cost effectiveness comparisons.
- C. The resilience of the infrastructure components should be measured and included in the Capacity plan.
- D. The Service Catalog should be maintained and kept up-to-date.

Correct Answer: A

QUESTION 9

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 10

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 11



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 12

What purpose does implementation of a Quality Management System as per ISO/IEC 20000 serve?

- A. It allows the suppliers to have full visibility of the organization's internal processes.
- B. It defines specific Key Performance Indicators (KPIs) upon which service performance can be assessed.
- C. It forces the organization to adopt a hierarchical management approach.
- D. It provides a guideline for the Quality Management measures that must be taken to implement quality policy in an organization.

Correct Answer: D

QUESTION 13

The ISO/IEC 20000 standard requires that a minimum set of service reports is produced. How are these service reports used?

- A. As input to financial management in order to determine charges for the service
- B. As the basis for making management decisions and taking corrective actions
- C. To present a professional image of the company
- D. To compare the performance of the Service Desk with service targets

Correct Answer: B

QUESTION 14

What triggers a re-test of the Availability and Service Continuity plans?

- A. a major change to the business environment
- B. a major disaster having occurred
- C. significant periods of unplanned non-availability



D. six months having passed since the last test

Correct Answer: A

QUESTION 15

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

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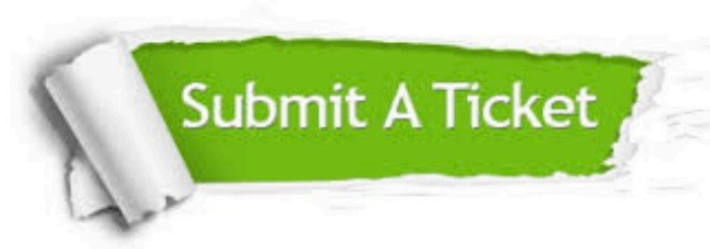
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