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Exam : **EX0-103**

Title : ISO/IEC 20000 Foundation

Version : Demo

1. Which of the following is Problem Management primarily concerned with?

A. looking at Security Plans

B. looking at the cause of Incidents

C. looking at the Change Plan

D. looking at the Release Strategy

Answer: B

2. 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

Answer: D

3. Which of the aspects listed below is included in ISO/IEC 20000?

A. customer communication

B. employee motivation

C. social responsibility

D. standard products

Answer: A

4. Which of the following tasks is assigned to each process manager?

A. channeling data to Problem Management

B. ensuring the process is running effectively and efficiently

C. following up on Incidents

D. setting up Service Level Agreements with the users

Answer: B

5. Which of the following must be included within the Service Management plan?

A. Configuration Item (CI) type

B. Information security controls

C. Return to normal working

D. Tools as appropriate to support the processes

Answer: D

6. Which service changes should be documented in change records?

A. all service changes

B. formal closure of services

C. staff recruitment

D. user training

Answer: A

7. What is the added value of a service being delivered?

A. You can specifically define the service by means of a Service Level Agreement (SLA).

B. You do not have the ownership of specific costs and risks in producing the service.

C. You do not have to invest in a process to control it.

D. The outcomes have a lower total cost of ownership than when the value is produced within the customer organization.

Answer: B

8. 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

Answer: D

9. The Service Provider should check that the Service Management objectives and the plan are being achieved. Which of the following items is not measured as part of this monitoring, measuring or review?

A. Customer satisfaction

B. Major non-conformities

C. Problems

D. Resource utilization

Answer: C

10. Which statement below is not a purpose of Supplier Management procedures?

A. that business transactions between all parties are recorded

B. that information on the performance of all suppliers can be observed and acted upon

C. that it is made clear that the supplier cannot subcontract part of the delivered services to the Service Provider

D. that the suppliers understand their obligation to the Service Provider

Answer: C