EX0-103^{Q&As}

ISO/IEC 20000 Foundation

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QUESTION 1

It is essential that an owner at senior level has overall responsibility for Service Management. Which of the statements below is a best practice?

A. A senior responsible owner should be assigned as chairman of the Change Advisory Board(CAB).

B. A senior responsible owner should handle all customer complaints to be able to improvecustomer satisfaction.

C. A senior responsible owner should ensure resourcing for service improvement activities.

D. A senior responsible owner should have responsiblity for Customer RelationshipManagement.

Correct Answer: C

QUESTION 2

What purpose can the ISO/IEC 20000 standard serve?

A. It defines specific Key Performance Indicators (KPIs) upon which service performance can be assessed.

B. It defines the requirements to be satisfied in a certification audit.

C. It helps to decide on the requirements that need to be verified within the scope of a supply agreement.

D. It provides a yardstick for the design of a Total Quality Management System.

Correct Answer: B

QUESTION 3

Where are agreements regarding Service Delivery and its relationship to Security Management recorded?

A. in a Capacity Plan

B. in a Configuration Management Database (CMDB)

C. in a Definitive Software Library (DSL)

D. in a Service Level Agreement (SLA)

Correct Answer: D

QUESTION 4

Availability and Service Continuity Plans need to be developed and reviewed periodically to ensure that requirements are met as agreed in all circumstances, from normal operations through to a major loss of service. What is the minimum level of frequency with which these Plans should be developed and reviewed?

A. At every change to the business environment

B. At least annually

C. At least bi-annually

D. In accordance with the business needs

Correct Answer: B

QUESTION 5

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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