



EX0-103^{Q&As}

ISO/IEC 20000 Foundation

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QUESTION 1

Who or what should always be informed in case a Release is rejected, delayed or cancelled?

- A. Business Relationship Management
- B. Change Management
- C. Incident Management
- D. the Senior Management representative

Correct Answer: B

QUESTION 2

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 3

Any organization may be impacted by legislative or regulatory change in the future. Where should this be covered?

- A. in a Change request
- B. in the Business Relationship Management process
- C. in the Service Level Agreement (SLA)
- D. in the Service Management plan

Correct Answer: D

QUESTION 4

Which of the following is an ISO/IEC 20000 requirement relating to the service management plan?

- A. it must be available in at least one hard copy and approved



- B. it must include the documented procedures specified by the standard
- C. it must include the scope of the organization's service management plan
- D. It must never include any know-how of the organization

Correct Answer: C

QUESTION 5

What is mandatory to define in the Incident Management procedures?

- A. The escalation of Incidents
- B. The implementation of emergency Changes
- C. The recording of deficiencies in the Configuration Management Database (CMDB)
- D. The recording of Problems

Correct Answer: A

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