EX0-103^{Q&As}

ISO/IEC 20000 Foundation

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QUESTION 1

Which of the following actions should be taken to ensure continual improvement of a Quality Management System?

A. Analyze and evaluate the existing situation to identify areas for improvement

B. Analyze customer satisfaction and identify resulting actions

C. Review the Quality Management System at least annually

D. Start an internal service organization evaluation

Correct Answer: A

QUESTION 2

Part of the Configuration Management process is about Configuration identification. What should be included as an attribute of a managed Configuration Item (CI)?

A. Incidents

B. Known Errors

C. Licenses

D. Requests for Change (RFCs)

Correct Answer: C

QUESTION 3

Which stakeholder will define service level requirements?

A. Customer

B. End user

C. Service Provider

D. Supplier

Correct Answer: A

QUESTION 4

Which of the following is used as a set of guidance materials for IT governance?

A. CobITTM

B. ISO 9000

C. ISO/IEC 20000

D. MOF

Correct Answer: A

QUESTION 5

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

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