



EX0-103^{Q&As}

ISO/IEC 20000 Foundation

Pass EXIN EX0-103 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.passapply.com/ex0-103.html>

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by EXIN
Official Exam Center

-  **Instant Download** After Purchase
-  **100% Money Back** Guarantee
-  **365 Days** Free Update
-  **800,000+** Satisfied Customers





QUESTION 1

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 2

In planning to implement Service Management, what does the plan need to say regarding tools according to ISO/IEC 20000-2:2005?

- A. The plan defines the tools as appropriate to support the processes.
- B. The plan details the effects of new technologies and techniques on capacity.
- C. The plan does not state any tools requirements.
- D. The plan lists how every individual process is supported by a tool.

Correct Answer: A

QUESTION 3

According to ISO/IEC 20000, what is the minimum frequency for the Service Provider and the Customer to attend a service review meeting for discussing changes to the service scope?

- A. annually
- B. monthly
- C. only when there is a business need to change the service
- D. quarterly

Correct Answer: A

QUESTION 4

What is a shared concept of both ISO/IEC 27001 and ISO/IEC 20000?

- A. Capacity Management



B. Incident Management

C. Information Security Management

D. Release Management

Correct Answer: C

QUESTION 5

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

[EX0-103 Study Guide](#)

[EX0-103 Exam Questions](#)

[EX0-103 Braindumps](#)