



EX0-103^{Q&As}

ISO/IEC 20000 Foundation

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QUESTION 1

What is the primary purpose of analyzing Change records?

- A. to be able to open a new Problem record, so proactive identification of Incidents is possible
- B. to check if related Incident records are adequately closed
- C. to detect increasing levels of Changes and emerging trends
- D. to provide input to the Service Reporting process

Correct Answer: C

QUESTION 2

Problem Management is responsible for carrying out trend analysis of Incident volumes and types. What is the reason for this?

- A. to be able to charge to the correct users of the service
- B. to be able to provide reports to management
- C. to prevent repetitive occurrence of Incidents
- D. to provide input to the Capacity Database

Correct Answer: C

QUESTION 3

Why is a scope statement for ISO/IEC 20000 important?

- A. It defines what the management system has been certified against
- B. It details all of the companies that have been certified
- C. It details all of the services that have been certified
- D. It identifies which processes have been excluded from the scope

Correct Answer: A

QUESTION 4

What is a benefit to an organization when the services are delivered according to ISO/IEC 20000?

- A. The environmental needs of the employees in the organization are well looked after.



- B. The organization becomes more process focused and thereby more efficient.
- C. The organization behaves in a socially responsible way.
- D. The organization has less suppliers to deal with.

Correct Answer: B

QUESTION 5

What should planning for new or changed services include?

- A. budgets and staff resources
- B. major non-conformities to all Underpinning Contracts (UCs)
- C. recent Problems and Known Errors in the desktop environment
- D. trends in Capacity growth of the current applications

Correct Answer: A

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