



# EX0-103<sup>Q&As</sup>

ISO/IEC 20000 Foundation

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#### QUESTION 1

Which standard describes the fundamental aspects of Quality Management Systems?

- A. ISO 9000
- B. ISO/IEC 15504
- C. ISO/IEC 20000
- D. ISO/IEC 27001

Correct Answer: A

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#### QUESTION 2

The appointed member of management is only responsible for the co-ordination and management of all services. Can this person perform internal audits for the delivery processes?

- A. No, because as manager he is not competent enough.
- B. No, because this person is responsible for all processes and therefore he would audit his own work.
- C. Yes, because this person is not responsible for the delivery processes.
- D. Yes, because as manager he should have knowledge of performing internal audits.

Correct Answer: C

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#### QUESTION 3

Which of the following is a best practice concerning Information Security Risk assessment?

- A. Information Security Risk assessments should be carried out by an external auditor to maintain objectivity.
- B. Information Security Risk assessments should be performed as a result of the review of every incident.
- C. Information Security Risk assessments should be performed at agreed intervals and be maintained during changes.
- D. Information Security Risk assessments should be performed once a year.

Correct Answer: C

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#### QUESTION 4

For which type of organizations is ISO/IEC 20000 appropriate for use?

- A. for organizations to confirm that all of the ITIL® guidelines have been implemented



- B. for organizations which need to demonstrate alignment to customer requirements
- C. for organizations wishing to certify their services
- D. for tool vendors to specify the Service Provider's processes

Correct Answer: B

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#### QUESTION 5

What does the standard explicitly recommend to be implemented with Configuration Management?

- A. Change
- B. Change and Release
- C. Change and Security
- D. Release

Correct Answer: B

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