EX0-103^{Q&As}

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ISO/IEC 20000 Foundation

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QUESTION 1

The success and failure of Releases shall be measured. What is included in these measurements?

A. the frequency and types of Releases

B. the Incidents related to a Release in the period following a Release

C. the Release dates

D. the Request for Change (RFC)

Correct Answer: B

QUESTION 2

New or changed services need to be accepted before being implemented into the live environment. What shall be done after a new or changed service has been implemented?

A. A Post Implementation Review (PIR) is held comparing actual outcomes against those planned.

B. An approach needs to be defined for interfacing to projects that are creating or modifying services.

C. Nothing additional: the new or changed service goes into Business As Usual and will be managed as a normal service.

D. The manner in which the Change shall be reversed or remedied if unsuccessful needs to be defined.

Correct Answer: A

QUESTION 3

What can be improved by achieving quality objectives?

A. effectiveness of the service

B. personal satisfaction of the Configuration Manager

C. relationship with interested suppliers

D. relationship with unauthorized parties

Correct Answer: A

QUESTION 4

Which of the following is a benefit of ISO/IEC 20000 certification?

A. It guarantees that all certified IT Service Management processes are at least audited by aregistered certification body

once a year.

B. It shows that a company manages IT Services according to an independently audited qualitystandard.

C. It shows that a company takes quality seriously and that each service is independentlyaudited before it is being delivered.

D. It shows that the highest possible quality level has been achieved.

Correct Answer: B

QUESTION 5

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

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