



EX0-103^{Q&As}

ISO/IEC 20000 Foundation

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QUESTION 1

Which of the following statements is true?

- A. Change Management is the most important of the Control processes.
- B. Release Management shall be implemented only after the processes Change Management and Configuration Management have become mature.
- C. Release Management, Change Management and Configuration Management are Control processes.
- D. There shall be an integrated approach to Change and Configuration Management planning.

Correct Answer: D

QUESTION 2

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 customer focused.
- C. The organization behaves in a socially responsible way.
- D. The organization has less suppliers to deal with.

Correct Answer: B

QUESTION 3

All service changes should be reflected in Change Management records. Which of the aspects below is an example of a service change, that needs to be reflected in a Change record?

- A. a formal closure of services
- B. a major Incident
- C. a Service Level Agreement failure
- D. an identified Problem

Correct Answer: A

QUESTION 4

What does the concept of "quality" comprise?

- A. satisfying customer requirements



- B. gaining ISO/IEC 20000 certification
- C. execution of Service Level Agreements (SLAs) only
- D. maximizing utilization of personnel capacity

Correct Answer: A

QUESTION 5

What is the definition of Availability?

- A. a record containing details of which Configuration Items (CIs) are affected and how they are affected by an authorized Change
- B. a snapshot of the state of a service or individual Configuration Item (CI) at a point in time
- C. any event which is not part of the standard operation of a service and which causes or may cause an interruption to, or a reduction in, the quality of that service
- D. the ability of a component or service to perform its required function at a stated instant or over a stated period of time

Correct Answer: D

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