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ISO/IEC 20000 Foundation

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QUESTION 1

What shall the Service Level Agreements (SLAs) with the suppliers be aligned with?

- A. The Service Level Plans
- B. The Service Management Plans
- C. The SLAs with the other parties
- D. The SLAs with the customers

Correct Answer: D

QUESTION 2

How should the Deming cycle be used?

- A. as a model for continual improvement
- B. as a model for customer orientation
- C. as a model to be used during the design phase of the service
- D. as a model to calculate the costs of service improvement

Correct Answer: A

QUESTION 3

Top management needs to ensure that its employees are aware of the relevance and importance of their activities. What else do all employees need to be aware of?

- A. how they can provide policies and a framework for a Management System
- B. how they contribute to the achievement of the Service Management objectives
- C. how they contribute to the Total Cost of Ownership (TCO)
- D. how they contribute to the total salary reduction

Correct Answer: B

QUESTION 4

Why are processes required?

- A. to be able to define quality objectives in a structured manner



- B. to ensure that service issues never arise
- C. to provide consistency in the output from activities
- D. to satisfy the needs of major outsource providers

Correct Answer: C

QUESTION 5

Which of the following is true of process descriptions?

- A. They express the level of compliance with the requested quality characteristics.
- B. They represent a complete set of monitoring options.
- C. They describe vertical and horizontal escalation options.
- D. They complement descriptions of structural and organizational roles and responsibilities.

Correct Answer: D

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