



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

ISO/IEC 20000 Foundation





**Pass EXIN EX0-103 Exam with 100% Guarantee**

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.passapply.com/ex0-103.html>

100% Passing Guarantee  
100% Money Back Assurance

Following Questions and Answers are all new published by EXIN  
Official Exam Center

-  **Instant Download** After Purchase
-  **100% Money Back** Guarantee
-  **365 Days** Free Update
-  **800,000+** Satisfied Customers







#### QUESTION 1

What should Quality Management Systems encourage organizations to do?

- A. To achieve the lowest cost of service provision
- B. To achieve the maximum level of service possible
- C. To define as many metrics as possible for each process to ensure strong control
- D. To define processes that contribute to customer acceptance of services

Correct Answer: D

---

#### QUESTION 2

What details should be recorded as a baseline prior to implementing a plan for service improvement?

- A. backlog of changes for the service
- B. number of staff involved
- C. service quality and levels
- D. time taken to operate the process

Correct Answer: C

---

#### QUESTION 3

What is part of the policy for Budgeting and Accounting for IT Services?

- A. Rules governing the handling of variances against budgets
- B. The charging mechanism
- C. The costs of the Underpinning Contracts (UCs) over a fixed period
- D. The percentage of 'hidden' end-user costs

Correct Answer: A

---

#### QUESTION 4

What is required to be included in proposals for new or changed services according to ISO/IEC 20000?

- A. an updated Operational Level Agreement
- B. cost, organizational, technical and commercial impact





C. the policies, plans and procedures of each process or set of processes

D. the Service Management plan

Correct Answer: B

---

#### QUESTION 5

Which of the following standards was the forerunner to ISO/IEC 20000?

A. BS 1968

B. BS 7799

C. BS 8800

D. BS 15000

Correct Answer: D

[Latest EX0-103 Dumps](#)

[EX0-103 VCE Dumps](#)

[EX0-103 Practice Test](#)