



EX0-103^{Q&As}

ISO/IEC 20000 Foundation

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QUESTION 1

Why is it important that reviews are conducted at regular intervals during the Check phase of the Plan- Do-Check-Act (PDCA) methodology?

- A. to be able to allocate roles and responsibilities
- B. to be able to define the objectives and requirements that are to be achieved by Service Management
- C. to be able to establish the Service Management policy, objectives and plans
- D. to determine whether the Service Management requirements are effectively implemented and maintained

Correct Answer: D

QUESTION 2

Which of the aspects listed below is included in ISO/IEC 20000?

- A. Customer communication
- B. Employee motivation
- C. Social responsibility
- D. Standard products

Correct Answer: A

QUESTION 3

Which of the following defines a lifecycle that is split into four quadrants (optimizing, changing, supporting and operating)?

- A. CobIT TM
- B. ITIL
- C. MOF
- D. Six Sigma

Correct Answer: C

QUESTION 4

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 5

Which of the following is used for the assessment of maturity of organizations?

A. CMMI

B. CobITTM

C. ITIL

D. MOF

Correct Answer: A

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