



EX0-103^{Q&As}

ISO/IEC 20000 Foundation

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QUESTION 1

What is the correct way to make a change to a contract as a result of a major review of an authorized contract?

- A. through the Business Relationship Management process
- B. through the Change Management process
- C. through the Customer representative
- D. through the Supplier Management process

Correct Answer: B

QUESTION 2

What does a quality policy aim to define?

- A. the formally expressed quality intentions and direction of an organization
- B. the legal obligations that the organization must fulfill
- C. the requirements of ISO/IEC 20000
- D. the requirements of the customer as stated in the Service Level Agreement (SLA)

Correct Answer: A

QUESTION 3

What is accreditation in the context of ISO/IEC 20000?

- A. The determination of measurement results using defined procedures on the basis of documented requirements
- B. The evaluation of test results to verify compliance with requirements plus confirmation by the certification body
- C. The notification of approved testing and certification bodies with the relevant authority for publication
- D. The official recognition by a third party of organizations involved in testing, inspection and certification

Correct Answer: D

QUESTION 4

Customer satisfaction measurement is an important activity in the Business Relationship Management process. What is the objective of Customer satisfaction measurement?

- A. to enable the Service Provider to compare performance with the Customer satisfaction targets and previous surveys



- B. to gather information about potential new services that might be interesting for the end users of the services
- C. to optimize the resolution processes so that service levels are exceeded
- D. to reduce Incidents during the service delivery process

Correct Answer: A

QUESTION 5

What should planning for new or changed services include?

- A. budgets and staff resources
- B. major non-conformities to all Underpinning Contracts (UCs)
- C. recent Problems and Known Errors in the desktop environment
- D. trends in Capacity growth of the current applications

Correct Answer: A

QUESTION 6

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

- A. CMMI
- B. CobITTM
- C. ITIL
- D. MOF

Correct Answer: A

QUESTION 7

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



QUESTION 8

Which one of the following standards is concerned primarily with security?

- A. ISO 9001
- B. ISO/IEC 15504
- C. ISO/IEC 20000
- D. ISO/IEC 27001

Correct Answer: D

QUESTION 9

What is the objective of a Management System?

- A. To define, agree, record and manage levels of services
- B. To ensure that Key Performance Indicators (KPIs) are defined for all IT services
- C. To ensure that new services and changes to services will be deliverable and manageable at the agreed cost and services quality
- D. To provide the policies and the framework that is needed for the effective management and implementation of all IT services

Correct Answer: D

QUESTION 10

To which process shall Problem Management ensure that up-to-date information on Known Errors and corrected Problems is available?

- A. all ISO/IEC 20000 processes
- B. Availability Management
- C. Configuration Management
- D. Incident Management

Correct Answer: D

QUESTION 11

What is the objective of the Continual Improvement (Act) stage of Planning and Implementing Service Management, as described in the ISO/IEC 20000 standard?



- A. To improve the efficiency and effectiveness of the business
- B. To improve the efficiency and effectiveness of the ITIL processes
- C. To improve the efficiency and effectiveness of service delivery and management
- D. To improve the efficiency and effectiveness of service support

Correct Answer: C

QUESTION 12

Which of the following is a best practice for Capacity Management?

- A. A Capacity plan documenting the actual performance and the expected requirements should be produced at least annually.
- B. Decisions about service provision should be based on cost effectiveness comparisons.
- C. The resilience of the infrastructure components should be measured and included in the Capacity plan.
- D. The Service Catalog should be maintained and kept up-to-date.

Correct Answer: A

QUESTION 13

Who or what should always be informed in case a Release is rejected, delayed or cancelled?

- A. Business Relationship Management
- B. Change Management
- C. Incident Management
- D. the Senior Management representative

Correct Answer: B

QUESTION 14

For which type of organizations is ISO/IEC 20000 appropriate for use?

- A. for organizations to confirm that all of the ITIL® guidelines have been implemented
- B. for organizations which need to demonstrate alignment to customer requirements
- C. for organizations wishing to certify their services
- D. for tool vendors to specify the Service Provider's processes



Correct Answer: B

QUESTION 15

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 a registered certification body once a year.
- B. It shows that a company manages IT Services according to an independently audited quality standard.
- C. It shows that a company takes quality seriously and that each service is independently audited before it is being delivered.
- D. It shows that the highest possible quality level has been achieved.

Correct Answer: B

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