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Vendor:EXIN

Exam Code:EX0-103

Exam Name:ISO/IEC 20000 Foundation

Version:Demo

QUESTION 1

What does the standard explicitly recommend to be implemented with Configuration Management?

- A. Change
- B. Change and Release
- C. Change and Security
- D. Release

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

The success and failure of Releases shall be measured. What is included in these measurements?

- A. the frequency and types of Releases
- B. the Incidents related to a Release in the period following a Release
- C. the Release dates
- D. the Request for Change (RFC)

Correct Answer: B

QUESTION 4

Why is a scope statement for ISO/IEC 20000 important?

- A. It defines what the management system has been certified against
- B. It details all of the companies that have been certified

- C. It details all of the services that have been certified
- D. It identifies which processes have been excluded from the scope

Correct Answer: A

QUESTION 5

Who has a responsibility in continual improvement?

- A. the customer
- B. all employees
- C. Quality experts only
- D. Management only

Correct Answer: B

QUESTION 6

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 7

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 8

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 9

What is a shared concept of both ISO/IEC 27001 and ISO/IEC 20000?

- A. Capacity Management
- B. Incident Management
- C. Information Security Management
- D. Release Management

Correct Answer: C

QUESTION 10

What is the objective of IT Service Management?

- A. to provide critical services to business customers
- B. to provide guaranteed service levels against business requirements
- C. to provide management of services to meet business requirements
- D. to provide services to the maximum level to the business

Correct Answer: C

QUESTION 11

When scoping for ISO/IEC 20000, what is it that will be audited for certification?

- A. the ITIL processes in scope
- B. the Management System in scope
- C. the sections of the standard in scope

D. the services in scope

Correct Answer: B

QUESTION 12

What is a Configuration Baseline?

A. A benchmark of the service provider's capability

B. A configuration audit report

C. A snapshot of the state of an IT Service or individual Configuration Item (CI) at a point in time

D. The change requests allocated to a release

Correct Answer: C