EX0-103^{Q&As}

ISO/IEC 20000 Foundation

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QUESTION 1

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 Managementand Configuration Management have become mature.

C. Release Management, Change Management and Configuration Management are Controlprocesses.

D. There shall be an integrated approach to Change and Configuration Management planning.

Correct Answer: D

QUESTION 2

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 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

Problem Management is responsible for carrying out trend analysis of Incident volumes and types. What is the reason for this?

A. to be able to charge to the correct users of the service

B. to be able to provide reports to management

C. to prevent repetitive occurrence of Incidents

D. to provide input to the Capacity Database

Correct Answer: C

QUESTION 5

What is a responsibility of the Service Provider with regard to Supplier Management as defined in ISO/IEC 20000-1:2005?

A. to ensure that a process exists for the procurement of suppliers

B. to ensure that Service Level Agreements (SLAs) with suppliers are aligned with SLAs of the business

C. to ensure that subcontracted suppliers meet contractual requirements in all circumstances

D. to ensure that supplier processes and procedures are defined where outsourced

Correct Answer: B

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