

EX0-103^{Q&As}

ISO/IEC 20000 Foundation

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QUESTION 1

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 2

Which of the following is Problem Management primarily concerned with?

- A. Looking at Security Plans
- B. Looking at the cause of Incidents
- C. Looking at the Change Plan
- D. Looking at the Release Strategy

Correct Answer: B

QUESTION 3

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 4

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 5

What does an IT service definition include?

A. the use of IT to support the customers business processes

B. the use of IT to support the organizations internal business processes

C. the use of IT to support the business processes of suppliers and partners

D. the use of IT to improve employee satisfaction within the organization

Correct Answer: A

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