EX0-103 Q&As

ISO/IEC 20000 Foundation

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QUESTION 1

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 2

Availability and Service Continuity Plans need to be developed and reviewed periodically to ensure that requirements are met as agreed in all circumstances, from normal operations through to a major loss of service. What is the minimum level of frequency with which these Plans should be developed and reviewed?

A. At every change to the business environment

B. At least annually

C. At least bi-annually

D. In accordance with the business needs

Correct Answer: B

QUESTION 3

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

A. The determination of measurement results using defined procedures on the basis ofdocumented requirements

B. The evaluation of test results to verify compliance with requirements plus confirmation by thecertification body

C. The notification of approved testing and certification bodies with the relevant authority forpublication

D. The official recognition by a third party of organizations involved in testing, inspection andcertification

Correct Answer: D

QUESTION 4

Which type of event or activity can trigger a service Change, which would need to be catered for in the Service

Management plan?

A. Major Incident

B. Service improvement activities

C. System Lifecycle Management

D. Urgent Change

Correct Answer: B

QUESTION 5

What are the key contents of an IT Service Management system?

A. A documented organizational and operational structure

B. A software system for the ticket system

C. A software system to monitor the key performance indicators (KPIs)

D. Systematic processes for ticket recording and follow-up only

Correct Answer: A

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