

EX0-103^{Q&As}

ISO/IEC 20000 Foundation

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QUESTION 1

A group of activities within Release Management is roll-out, distribution and installation. What should be ensured as part of these activities?

- A. Changes are scheduled based upon priority and risk.
- B. Contingency and back-out plans are available.
- C. Redundant products, services and licenses are decommissioned.
- D. The Release is tested to the satisfaction of the Customers.

Correct Answer: C

QUESTION 2

Which of the following defines a lifecycle that is split into four quadrants (optimizing, changing, supporting and operating)?

- A. CobIT TM
- B. ITIL
- C. MOF
- D. Six Sigma

Correct Answer: C

QUESTION 3

Which statement below is not a purpose of Supplier Management procedures?

- A. That business transactions between all parties are recorded
- B. That information on the performance of all suppliers can be observed and acted upon
- C. That it is made clear that the supplier cannot subcontract part of the delivered services to the Service Provider
- D. That the suppliers understand their obligation to the Service Provider

Correct Answer: C

QUESTION 4

What is SixSigma®?

- A. It is a quality instrument to measure defects in process outputs.

- B. It is a six step maturity model to improve the capability of business processes.
- C. It is a standard that is recently developed for improvement of IT processes.
- D. It is a structured, statistically based approach to process improvement.

Correct Answer: D

QUESTION 5

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

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