

EX0-103^{Q&As}

ISO/IEC 20000 Foundation

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QUESTION 1

What is the objective of Service Level Management?

- A. To define, agree, record and manage levels of service
- B. To ensure a sufficient amount of Capacity has been designated in order to achieve agreed service levels
- C. To ensure that agreed service Availability commitments to customers can be met in all circumstances
- D. To establish and maintain good relationships with Customers

Correct Answer: A

QUESTION 2

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 3

Where are agreements regarding Service Delivery and its relationship to Security Management recorded?

- A. in a Capacity Plan
- B. in a Configuration Management Database (CMDB)
- C. in a Definitive Software Library (DSL)
- D. in a Service Level Agreement (SLA)

Correct Answer: D

QUESTION 4

What is the objective of the Continual Improvement (Act) stage of Planning and Implementing Service Management, as described in the ISO/IEC 20000 standard?

- A. To improve the efficiency and effectiveness of the business

- B. To improve the efficiency and effectiveness of the ITIL processes
- C. To improve the efficiency and effectiveness of service delivery and management
- D. To improve the efficiency and effectiveness of service support

Correct Answer: C

QUESTION 5

Which standard describes the fundamental aspects of Quality Management Systems?

- A. ISO 9000
- B. ISO/IEC 15504
- C. ISO/IEC 20000
- D. ISO/IEC 27001

Correct Answer: A

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