

EX0-103^{Q&As}

ISO/IEC 20000 Foundation

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QUESTION 1

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

- A. The determination of measurement results using defined procedures on the basis of documented requirements
- B. The evaluation of test results to verify compliance with requirements plus confirmation by the certification body
- C. The notification of approved testing and certification bodies with the relevant authority for publication
- D. The official recognition by a third party of organizations involved in testing, inspection and certification

Correct Answer: D

QUESTION 2

What is the objective of IT Service Management?

- A. to provide critical services to business customers
- B. to provide guaranteed service levels against business requirements
- C. to provide management of services to meet business requirements
- D. to provide services to the maximum level to the business

Correct Answer: C

QUESTION 3

New or changed services need to be accepted before being implemented into the live environment. What shall be done after a new or changed service has been implemented?

- A. A Post Implementation Review (PIR) is held comparing actual outcomes against those planned.
- B. An approach needs to be defined for interfacing to projects that are creating or modifying services.
- C. Nothing additional: the new or changed service goes into Business As Usual and will be managed as a normal service.
- D. The manner in which the Change shall be reversed or remedied if unsuccessful needs to be defined.

Correct Answer: A

QUESTION 4

What purpose can the ISO/IEC 20000 standard serve?

- A. It defines specific Key Performance Indicators (KPIs) upon which service performance can be assessed.

- B. It defines the requirements to be satisfied in a certification audit.
- C. It helps to decide on the requirements that need to be verified within the scope of a supply agreement.
- D. It provides a yardstick for the design of a Total Quality Management System.

Correct Answer: B

QUESTION 5

An approach to developing and implementing a Quality Management System consists of several steps. Which of the following is not a necessary step?

- A. agreeing to the quality policy and objectives with the Change Manager
- B. determining and providing the resources necessary to attain the quality objectives
- C. determining the needs and expectations of Customers and other interested parties
- D. establishing methods to measure the effectiveness and efficiency of each process

Correct Answer: A

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