EX0-103 ^{Q&As}

ISO/IEC 20000 Foundation

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QUESTION 1

Personnel should be competent on the basis of appropriate education and experience. Which of the following is a best practice relating to competence?

A. Appropriate records of education, training, skills and experience need to be maintained.

B. At least two employees should be suitably trained for each role.

C. Employees should have at least a relevant bachelors degree.

D. Personnel should all have a relevant Security training according to ISO/IEC 27002.

Correct Answer: A

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

Which of the following is a benefit of ISO/IEC 20000 certification?

A. It guarantees that all certified IT Service Management processes are at least audited by aregistered certification body once a year.

B. It shows that a company manages IT Services according to an independently audited qualitystandard.

C. It shows that a company takes quality seriously and that each service is independentlyaudited before it is being delivered.

D. It shows that the highest possible quality level has been achieved.

Correct Answer: B

QUESTION 4

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 5

Security controls shall be documented. What will the controls be related to?

A. locations

B. risks

C. services

D. staff

Correct Answer: B

QUESTION 6

Why is it important that reviews are conducted at regular intervals during the Check phase of the Plan- Do-Check-Act (PDCA) methodology?

A. to be able to allocate roles and responsibilities

B. to be able to define the objectives and requirements that are to be achieved by Service Management

C. to be able to establish the Service Management policy, objectives and plans

D. to determine whether the Service Management requirements are effectively implemented and maintained

Correct Answer: D

QUESTION 7

What is mandatory to define in the Incident Management procedures?

A. The escalation of Incidents

B. The implementation of emergency Changes

C. The recording of deficiencies in the Configuration Management Database (CMDB)

D. The recording of Problems

Correct Answer: A

QUESTION 8

All service changes should be reflected in Change Management records. Which of the aspects below is an example of a service change, that needs to be reflected in a Change record?

A. a formal closure of services

B. a major Incident

C. a Service Level Agreement failure

D. an identified Problem

Correct Answer: A

QUESTION 9

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 10

Where would an IT service for the customer normally be defined?

A. in the IT Framework

B. in the Operational Level Agreement (OLA)

C. in the Service Catalog or the Service Level Agreement (SLA)

D. in the Service Report

Correct Answer: C

QUESTION 11

Which of the aspects listed below is included in ISO/IEC 20000?

A. Customer communication

B. Employee motivation

C. Social responsibility

D. Standard products

Correct Answer: A

QUESTION 12

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 13

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 14

The Relationship processes describe the relationships with the business and with the suppliers. What should the Relationship processes ensure?

A. that all parties understand the business needs, responsibilities and obligations

B. that the business and suppliers are directly informed of Major Incidents

C. that the service levels for all services are consistent in the supply chain

D. that there is a frequent contact between the suppliers and the business to resolve dissatisfaction issues

Correct Answer: A

QUESTION 15

What is the primary purpose of analyzing Change records?

A. to be able to open a new Problem record, so proactive identification of Incidents is possible

B. to check if related Incident records are adequately closed

C. to detect increasing levels of Changes and emerging trends

D. to provide input to the Service Reporting process

Correct Answer: C

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