



EX0-103^{Q&As}

ISO/IEC 20000 Foundation

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QUESTION 1

Who has a responsibility in continual improvement?

- A. the customer
- B. all employees
- C. Quality experts only
- D. Management only

Correct Answer: B

QUESTION 2

What is a benefit to an organization when the services are delivered according to ISO/IEC 20000?

- A. The environmental needs of the employees in the organization are well looked after.
- B. The organization becomes more process focused and thereby more efficient.
- C. The organization behaves in a socially responsible way.
- D. The organization has less suppliers to deal with.

Correct Answer: B

QUESTION 3

What level of Capacity is targeted by Capacity Management?

- A. sufficient Capacity to meet agreed current and future demands
- B. sufficient Capacity to meet all current and future demands
- C. sufficient Capacity to meet all development and operational requirements
- D. sufficient Capacity to meet current demands only

Correct Answer: A

QUESTION 4

What should Quality Management Systems encourage organizations to do?

- A. To achieve the lowest cost of service provision
- B. To achieve the maximum level of service possible



- C. To define as many metrics as possible for each process to ensure strong control
- D. To define processes that contribute to customer acceptance of services

Correct Answer: D

QUESTION 5

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

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