



EX0-103^{Q&As}

ISO/IEC 20000 Foundation

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QUESTION 1

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 2

Any organization may be impacted by legislative or regulatory change in the future. Where should this be covered?

- A. in a Change request
- B. in the Business Relationship Management process
- C. in the Service Level Agreement (SLA)
- D. in the Service Management plan

Correct Answer: D

QUESTION 3

What is the correct way to make a change to a contract as a result of a major review of an authorized contract?

- A. through the Business Relationship Management process
- B. through the Change Management process
- C. through the Customer representative
- D. through the Supplier Management process

Correct Answer: B

QUESTION 4

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 5

When a new service is being planned, Service Level Management needs to ensure that existing performance levels of other IT services will not be unduly impacted. From which process will Service Level Management require input?

- A. Availability Management
- B. Capacity Management
- C. Financial Management for IT Services
- D. IT Service Continuity Management

Correct Answer: B

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