



EX0-103^{Q&As}

ISO/IEC 20000 Foundation

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QUESTION 1

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

QUESTION 2

Which of the following is an ISO/IEC 20000 requirement relating to the service management plan?

- A. it must be available in at least one hard copy and approved
- B. it must include the documented procedures specified by the standard
- C. it must include the scope of the organization's service management plan
- D. It must never include any know-how of the organization

Correct Answer: C

QUESTION 3

What is a responsibility of the Service Provider with regard to Supplier Management as defined in ISO/IEC 20000-1:2005?

- A. to ensure that a process exists for the procurement of suppliers
- B. to ensure that Service Level Agreements (SLAs) with suppliers are aligned with SLAs of the business
- C. to ensure that subcontracted suppliers meet contractual requirements in all circumstances
- D. to ensure that supplier processes and procedures are defined where outsourced

Correct Answer: B

QUESTION 4

What is required for an implementation of IT Service Management to be successful?

- A. A top-down approach whereby the management of the organization strongly and visibly enforces the implementation



- B. Buy-in specifically from the levels in the organization which will be operationally involved in ITService Management activities
- C. The appointment of a specialist department responsible for the development of the processtructures
- D. The involvement and commitment of personnel at all levels in the organization fromoperational staff to top management

Correct Answer: D

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

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