



EX0-103^{Q&As}

ISO/IEC 20000 Foundation

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QUESTION 1

Targets for resolution should be based on priority. When scheduling Incident or Problem resolution, which of the following should not be taken into account?

- A. the available skills
- B. the competing requirements for resources
- C. the effort/cost to provide the method of resolution
- D. the number of previously reported Incidents for the particular Configuration Item (CI)

Correct Answer: D

QUESTION 2

What should planning for a new or changed service consider?

- A. a complete review of all recent security breaches
- B. Known Errors to file systems
- C. the existing service levels
- D. verification that the appropriate level of testing is completed

Correct Answer: C

QUESTION 3

Who has a responsibility in continual improvement?

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

Correct Answer: B

QUESTION 4

What does a quality policy aim to define?

- A. the formally expressed quality intentions and direction of an organization



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- B. the legal obligations that the organization must fulfill
 - C. the requirements of ISO/IEC 20000
 - D. the requirements of the customer as stated in the Service Level Agreement (SLA)

Correct Answer: A

QUESTION 5

Which of the following is used for the assessment of maturity of organizations?

- A. CMMI
- B. CobITTM
- C. ITIL
- D. MOF

Correct Answer: A

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