



EX0-103^{Q&As}

ISO/IEC 20000 Foundation

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QUESTION 1

Top management has to provide evidence of its commitment to developing, implementing and improving its Service Management capability within the context of the organization's business and Customers' requirements. What is the best way that management can make this visible?

- A. by outsourcing Change Management
- B. by taking disciplinary action against underperforming employees
- C. by taking part in the planning of new IT services
- D. through leadership and actions

Correct Answer: D

QUESTION 2

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 3

What is SixSigma®?

- A. It is a quality instrument to measure defects in process outputs.
- B. It is a six step maturity model to improve the capability of business processes.
- C. It is a standard that is recently developed for improvement of IT processes.
- D. It is a structured, statistically based approach to process improvement.

Correct Answer: D

QUESTION 4

Where are agreements regarding Service Delivery and its relationship to Security Management recorded?



- A. in a Capacity Plan
- B. in a Configuration Management Database (CMDB)
- C. in a Definitive Software Library (DSL)
- D. in a Service Level Agreement (SLA)

Correct Answer: D

QUESTION 5

What purpose does implementation of a Quality Management System as per ISO/IEC 20000 serve?

- A. It allows the suppliers to have full visibility of the organization's internal processes.
- B. It defines specific Key Performance Indicators (KPIs) upon which service performance can be assessed.
- C. It forces the organization to adopt a hierarchical management approach.
- D. It provides a guideline for the Quality Management measures that must be taken to implement quality policy in an organization.

Correct Answer: D

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