



# EX0-103<sup>Q&As</sup>

ISO/IEC 20000 Foundation

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#### QUESTION 1

Which of the following actions should be taken to ensure continual improvement of a Quality Management System?

- A. Analyze and evaluate the existing situation to identify areas for improvement
- B. Analyze customer satisfaction and identify resulting actions
- C. Review the Quality Management System at least annually
- D. Start an internal service organization evaluation

Correct Answer: A

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#### QUESTION 2

Why is it important that reviews are conducted at regular intervals during the Check phase of the Plan- Do-Check-Act (PDCA) methodology?

- A. to be able to allocate roles and responsibilities
- B. to be able to define the objectives and requirements that are to be achieved by Service Management
- C. to be able to establish the Service Management policy, objectives and plans
- D. to determine whether the Service Management requirements are effectively implemented and maintained

Correct Answer: D

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#### QUESTION 3

When should the final closure of an Incident record be completed?

- A. when all relevant information for classification and routing has been entered
- B. when the Incident has been dispatched outside the Service Desk department
- C. when the Incident is solved and normal operation is restored
- D. when the initiating user has been given the opportunity to confirm that the service is restored

Correct Answer: D

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#### QUESTION 4

Why are processes required?

- A. to be able to define quality objectives in a structured manner



- B. to ensure that service issues never arise
- C. to provide consistency in the output from activities
- D. to satisfy the needs of major outsource providers

Correct Answer: C

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#### QUESTION 5

What does the concept of "quality" comprise?

- A. satisfying customer requirements
- B. gaining ISO/IEC 20000 certification
- C. execution of Service Level Agreements (SLAs) only
- D. maximizing utilization of personnel capacity

Correct Answer: A

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