EX0-103^{Q&As}

ISO/IEC 20000 Foundation

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QUESTION 1

What triggers a re-test of the Availability and Service Continuity plans?

A. a major change to the business environment

B. a major disaster having occurred

C. significant periods of unplanned non-availability

D. six months having passed since the last test

Correct Answer: A

QUESTION 2

Which stakeholder will define service level requirements?

A. Customer

B. End user

C. Service Provider

D. Supplier

Correct Answer: A

QUESTION 3

An approach to developing and implementing a Quality Management System consists of several steps. Which of the following is not a necessary step?

A. agreeing to the quality policy and objectives with the Change Manager

B. determining and providing the resources necessary to attain the quality objectives

C. determining the needs and expectations of Customers and other interested parties

D. establishing methods to measure the effectiveness and efficiency of each process

Correct Answer: A

QUESTION 4

What is according to ISO/IEC 20000 a required part of the planning for new or changed services?

A. establishing a good relationship with the Customer

B. service acceptance criteria

C. setting up a process to deal with contractual disputes

D. the process for identifying, measuring, reporting and managing improvement activities

Correct Answer: B

QUESTION 5

Part of the Configuration Management process is about Configuration identification. What should be included as an attribute of a managed Configuration Item (CI)?

A. Incidents

B. Known Errors

C. Licenses

D. Requests for Change (RFCs)

Correct Answer: C

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