



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

ISO/IEC 20000 Foundation

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#### QUESTION 1

It is essential that an owner at senior level has overall responsibility for Service Management. Which of the statements below is a best practice?

- A. A senior responsible owner should be assigned as chairman of the Change Advisory Board(CAB).
- B. A senior responsible owner should handle all customer complaints to be able to improve customer satisfaction.
- C. A senior responsible owner should ensure resourcing for service improvement activities.
- D. A senior responsible owner should have responsibility for Customer Relationship Management.

Correct Answer: C

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#### QUESTION 2

According to the ISO/IEC 20000 standard it is important that a process exists to deal with contractual disputes with suppliers. Which process is responsible for the definition of this process?

- A. Business Relationship Management
- B. Contract Management
- C. Service Level Management
- D. Supplier Management

Correct Answer: D

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#### QUESTION 3

Where would an IT service for the customer normally be defined?

- A. in the IT Framework
- B. in the Operational Level Agreement (OLA)
- C. in the Service Catalog or the Service Level Agreement (SLA)
- D. in the Service Report

Correct Answer: C

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#### QUESTION 4

What is the purpose of CobiT TM ?

- A. To provide a high level process model that organizes a broad range of IT activities



B. To provide a set of detailed practices on how to implement processes and is therefore well suited as a process implementation tool

C. To provide a certified measurement framework that legally provides proof of meeting the Sarbanes-Oxley (SOX) requirements

D. To provide a uniform structure to understand, implement and evaluate IT capabilities, performance and risks

Correct Answer: D

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#### QUESTION 5

What is the objective of IT Service Management?

A. to provide critical services to business customers

B. to provide guaranteed service levels against business requirements

C. to provide management of services to meet business requirements

D. to provide services to the maximum level to the business

Correct Answer: C

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