



EX0-103^{Q&As}

ISO/IEC 20000 Foundation

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QUESTION 1

What is the primary purpose of analyzing Change records?

- A. to be able to open a new Problem record, so proactive identification of Incidents is possible
- B. to check if related Incident records are adequately closed
- C. to detect increasing levels of Changes and emerging trends
- D. to provide input to the Service Reporting process

Correct Answer: C

QUESTION 2

What is the objective of planning and implementing new or changed services?

- A. To ensure that all Changes are assessed, approved, implemented and reviewed in a controlled manner
- B. To ensure that approved Changes are implemented in the IT infrastructure with acceptable risks for the current and new IT services
- C. To ensure that new services and changes to services will be deliverable and manageable at the agreed cost and service quality
- D. To ensure that standard methods and procedures are used so that Changes can be handled quickly and with the lowest possible negative impact on service quality

Correct Answer: C

QUESTION 3

What is Six Sigma®?

- 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

What should not be part of a Service Level Agreement (SLA)?



- A. Authorization details
- B. Escalation and notification process
- C. Impact and priority guidelines
- D. Lessons learned and improvement actions

Correct Answer: D

QUESTION 5

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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