EX0-103$^{Q\&As}$

ISO/IEC 20000 Foundation

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QUESTION 1

What is accreditation in the context of ISO/IEC 20000?

A. The determination of measurement results using defined procedures on the basis ofdocumented requirements

B. The evaluation of test results to verify compliance with requirements plus confirmation by thecertification body

C. The notification of approved testing and certification bodies with the relevant authority forpublication

D. The official recognition by a third party of organizations involved in testing, inspection andcertification

Correct Answer: D

QUESTION 2

Customer satisfaction measurement is an important activity in the Business Relationship Management process. What is the objective of Customer satisfaction measurement?

A. to enable the Service Provider to compare performance with the Customer satisfaction targets and previous surveys

B. to gather information about potential new services that might be interesting for the end users of the services

C. to optimize the resolution processes so that service levels are exceeded

D. to reduce Incidents during the service delivery process

Correct Answer: A

QUESTION 3

How should the requirements for Service Continuity and Availability be identified?

A. This should be calculated based upon historical data for major Incidents and their consequences for the organization.

B. This should be done on the basis of Customer satisfaction investigations, so that the real user need can be clearly identified.

C. This should be identified based upon the business priorities, Service Level Agreements (SLAs) and assessed risks.

D. This should be made up from Service requirements and Service Level Agreements (SLAs) if available.

Correct Answer: C

QUESTION 4

Which one of the following standards is concerned primarily with security?

A. ISO 9001

B. ISO/IEC 15504

C. ISO/IEC 20000

D. ISO/IEC 27001

Correct Answer: D

QUESTION 5

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

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