



EX0-103^{Q&As}

ISO/IEC 20000 Foundation

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QUESTION 1

What is a benefit to an organization when the services are delivered according to ISO/IEC 20000?

- A. The environmental needs of the employees in the organization are well looked after.
- B. The organization becomes more customer focused.
- C. The organization behaves in a socially responsible way.
- D. The organization has less suppliers to deal with.

Correct Answer: B

QUESTION 2

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 3

What is the objective of Service Level Management?

- A. To define, agree, record and manage levels of service
- B. To ensure a sufficient amount of Capacity has been designated in order to achieve agreed service levels
- C. To ensure that agreed service Availability commitments to customers can be met in all circumstances
- D. To establish and maintain good relationships with Customers

Correct Answer: A

QUESTION 4

According to ISO/IEC 20000, what is the minimum frequency for the Service Provider and the Customer to attend a service review meeting for discussing changes to the service scope?

- A. annually



- B. monthly
- C. only when there is a business need to change the service
- D. quarterly

Correct Answer: A

QUESTION 5

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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