



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

ISO/IEC 20000 Foundation

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### QUESTION 1

Which of the following defines a lifecycle that is split into four quadrants (optimizing, changing, supporting and operating)?

- A. CobIT TM
- B. ITIL
- C. MOF
- D. Six Sigma

Correct Answer: C

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### QUESTION 2

Which of the following is within the scope of the requirements of ISO/IEC 20000?

- A. Charging for IT Services
- B. Information Security Management
- C. Operations
- D. Service Desk

Correct Answer: B

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### QUESTION 3

Top management has to provide evidence of its commitment to developing, implementing and improving its Service Management capability within the context of the organization's business and Customers' requirements. What is the best way that management can make this visible?

- A. by outsourcing Change Management
- B. by taking disciplinary action against underperforming employees
- C. by taking part in the planning of new IT services
- D. through leadership and actions

Correct Answer: D

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### QUESTION 4

What does an IT service definition include?



- A. the use of IT to support the customers business processes
- B. the use of IT to support the organizations internal business processes
- C. the use of IT to support the business processes of suppliers and partners
- D. the use of IT to improve employee satisfaction within the organization

Correct Answer: A

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#### QUESTION 5

Why is a scope statement for ISO/IEC 20000 important?

- A. It defines what the management system has been certified against
- B. It details all of the companies that have been certified
- C. It details all of the services that have been certified
- D. It identifies which processes have been excluded from the scope

Correct Answer: A

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