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

ISO/IEC 20000 Foundation

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QUESTION 1

Which of the following standards was the forerunner to ISO/IEC 20000?

A. BS 1968

B. BS 7799

C. BS 8800

D. BS 15000

Correct Answer: D

QUESTION 2

What does a quality policy aim to define?

A. the formally expressed quality intentions and direction of an organization

B. the legal obligations that the organization must fulfill

C. the requirements of ISO/IEC 20000

D. the requirements of the customer as stated in the Service Level Agreement (SLA)

Correct Answer: A

QUESTION 3

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

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

Which of the following is used as a set of guidance materials for IT governance?

A. CobITTM

B. ISO 9000

C. ISO/IEC 20000

D. MOF

Correct Answer: A

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