EX0-103^{Q&As}

ISO/IEC 20000 Foundation

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QUESTION 1

The ISO/IEC 20000 standard requires that a minimum set of service reports is produced. How are these service reports used?

A. As input to financial management in order to determine charges for the service

B. As the basis for making management decisions and taking corrective actions

C. To present a professional image of the company

D. To compare the performance of the Service Desk with service targets

Correct Answer: B

QUESTION 2

When a new service is being planned, Service Level Management needs to ensure that existing performance levels of other IT services will not be unduly impacted. From which process will Service Level Management require input?

A. Availability Management

B. Capacity Management

C. Financial Management for IT Services

D. IT Service Continuity Management

Correct Answer: B

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 is the objective of IT Service Management?

A. to provide critical services to business customers

B. to provide guaranteed service levels against business requirements

C. to provide management of services to meet business requirements

D. to provide services to the maximum level to the business

Correct Answer: C

QUESTION 5

Security controls shall be documented. What will the controls be related to?

A. locations

B. risks

C. services

D. staff

Correct Answer: B