EX0-103^{Q&As}

ISO/IEC 20000 Foundation

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QUESTION 1

When should the final closure of an Incident record be completed?

A. when all relevant information for classification and routing has been entered

B. when the Incident has been dispatched outside the Service Desk department

C. when the Incident is solved and normal operation is restored

D. when the initiating user has been given the opportunity to confirm that the service is restored

Correct Answer: D

QUESTION 2

Which of the following is Problem Management primarily concerned with?

A. Looking at Security Plans

B. Looking at the cause of Incidents

C. Looking at the Change Plan

D. Looking at the Release Strategy

Correct Answer: B

QUESTION 3

Which of the following is true of process descriptions?

A. They express the level of compliance with the requested quality characteristics.

B. They represent a complete set of monitoring options.

C. They describe vertical and horizontal escalation options.

D. They complement descriptions of structural and organizational roles and responsibilities.

Correct Answer: D

QUESTION 4

Which of the following must be included within the Service Management plan?

A. Configuration Item (CI) type

B. Information security controls

C. Return to normal working

D. Tools as appropriate to support the processes

Correct Answer: D

QUESTION 5

Which of the following tasks is assigned to each process manager?

A. Channeling data to Problem Management

B. Ensuring the process is running effectively and efficiently

C. Following up on Incidents

D. Setting up Service Level Agreements with the users

Correct Answer: B

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