



EX0-103^{Q&As}

ISO/IEC 20000 Foundation

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QUESTION 1

Which of the following actions should be taken to ensure continual improvement of a Quality Management System?

- A. Analyze and evaluate the existing situation to identify areas for improvement
- B. Analyze customer satisfaction and identify resulting actions
- C. Review the Quality Management System at least annually
- D. Start an internal service organization evaluation

Correct Answer: A

QUESTION 2

What is mandatory to define in the Incident Management procedures?

- A. The escalation of Incidents
- B. The implementation of emergency Changes
- C. The recording of deficiencies in the Configuration Management Database (CMDB)
- D. The recording of Problems

Correct Answer: A

QUESTION 3

What are the key contents of an IT Service Management system?

- A. A documented organizational and operational structure
- B. A software system for the ticket system
- C. A software system to monitor the key performance indicators (KPIs)
- D. Systematic processes for ticket recording and follow-up only

Correct Answer: A

QUESTION 4

What is the purpose of CobiT TM ?

- A. To provide a high level process model that organizes a broad range of IT activities
- B. To provide a set of detailed practices on how to implement processes and is therefore wellsuited as a process



implementation tool

C. To provide a certified measurement framework that legally provides proof of meeting the Sarbanes-Oxley (SOX) requirements

D. To provide a uniform structure to understand, implement and evaluate IT capabilities, performance and risks

Correct Answer: D

QUESTION 5

What is the recommendation with regard to the implementation of an emergency Change?

A. Only the senior manager should authorize emergency Changes.

B. The Change process should be completely bypassed.

C. There is a separate process for emergency Changes.

D. Where possible the Change process should be followed.

Correct Answer: D

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