EX0-103^{Q&As}

ISO/IEC 20000 Foundation

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QUESTION 1

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 2

What is accreditation in the context of ISO/IEC 20000?

A. The determination of measurement results using defined procedures on the basis ofdocumented requirements

B. The evaluation of test results to verify compliance with requirements plus confirmation by thecertification body

C. The notification of approved testing and certification bodies with the relevant authority forpublication

D. The official recognition by a third party of organizations involved in testing, inspection andcertification

Correct Answer: D

QUESTION 3

What triggers a re-test of the Availability and Service Continuity plans?

A. a major change to the business environment

B. a major disaster having occurred

C. significant periods of unplanned non-availability

D. six months having passed since the last test

Correct Answer: A

QUESTION 4

What is the objective of Service Level Management?

A. To define, agree, record and manage levels of service

B. To ensure a sufficient amount of Capacity has been designated in order to achieve agreedservice levels

C. To ensure that agreed service Availability committments to customers can be met in allcircumstances

D. To establish and maintain good relationships with Customers

Correct Answer: A

QUESTION 5

Problem Management is responsible for carrying out trend analysis of Incident volumes and types. What is the reason for this?

A. to be able to charge to the correct users of the service

B. to be able to provide reports to management

C. to prevent repetitive occurrence of Incidents

D. to provide input to the Capacity Database

Correct Answer: C

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