



# EX0-103<sup>Q&As</sup>

ISO/IEC 20000 Foundation

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### QUESTION 1

What is the objective of planning and implementing new or changed services?

- A. To ensure that all Changes are assessed, approved, implemented and reviewed in a controlled manner
- B. To ensure that approved Changes are implemented in the IT infrastructure with acceptable risks for the current and new IT services
- C. To ensure that new services and changes to services will be deliverable and manageable at the agreed cost and service quality
- D. To ensure that standard methods and procedures are used so that Changes can be handled quickly and with the lowest possible negative impact on service quality

Correct Answer: C

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### QUESTION 2

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

- A. a software system for the ticket system
- B. a software system to monitor the key performance indicators (KPIs)
- C. definition of corporate measures to achieve the required level of quality
- D. systematic processes for ticket recording and follow-up only

Correct Answer: C

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### QUESTION 3

Personnel should be competent on the basis of appropriate education and experience. Which of the following is a best practice relating to competence?

- A. Appropriate records of education, training, skills and experience need to be maintained.
- B. At least two employees should be suitably trained for each role.
- C. Employees should have at least a relevant bachelor's degree.
- D. Personnel should all have a relevant Security training according to ISO/IEC 27002.

Correct Answer: A

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### QUESTION 4

An approach to developing and implementing a Quality Management System consists of several steps. Which of the



following is not a necessary step?

- A. agreeing to the quality policy and objectives with the Change Manager
- B. determining and providing the resources necessary to attain the quality objectives
- C. determining the needs and expectations of Customers and other interested parties
- D. establishing methods to measure the effectiveness and efficiency of each process

Correct Answer: A

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#### QUESTION 5

What should Quality Management Systems encourage organizations to do?

- A. To achieve the lowest cost of service provision
- B. To achieve the maximum level of service possible
- C. To define as many metrics as possible for each process to ensure strong control
- D. To define processes that contribute to customer acceptance of services

Correct Answer: D

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