EX0-103^Q&As

ISO/IEC 20000 Foundation

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QUESTION 1

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

QUESTION 2

What details should be recorded as a baseline prior to implementing a plan for service improvement?

A. backlog of changes for the service

B. number of staff involved

C. service quality and levels

D. time taken to operate the process

Correct Answer: C

QUESTION 3

What can be improved by achieving quality objectives?

A. effectiveness of the service

B. personal satisfaction of the Configuration Manager

C. relationship with interested suppliers

D. relationship with unauthorized parties

Correct Answer: A

QUESTION 4

Availability and Service Continuity Plans need to be developed and reviewed periodically to ensure that requirements are met as agreed in all circumstances, from normal operations through to a major loss of service. What is the minimum level of frequency with which these Plans should be developed and reviewed?

A. At every change to the business environment

B. At least annually

C. At least bi-annually

D. In accordance with the business needs

Correct Answer: B

QUESTION 5

Where would an IT service for the customer normally be defined?

A. in the IT Framework

B. in the Operational Level Agreement (OLA)

C. in the Service Catalog or the Service Level Agreement (SLA)

D. in the Service Report

Correct Answer: C

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