



EX0-103^{Q&As}

ISO/IEC 20000 Foundation

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QUESTION 1

How should the Deming cycle be used?

- A. as a model for continual improvement
- B. as a model for customer orientation
- C. as a model to be used during the design phase of the service
- D. as a model to calculate the costs of service improvement

Correct Answer: A

QUESTION 2

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 well suited 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 3

According to ISO/IEC 20000, what is the minimum frequency for the Service Provider and the Customer to attend a service review meeting for discussing changes to the service scope?

- A. annually
- B. monthly
- C. only when there is a business need to change the service
- D. quarterly

Correct Answer: A

QUESTION 4

What does a quality policy aim to define?



- A. the formally expressed quality intentions and direction of an organization
- B. the legal obligations that the organization must fulfill
- C. the requirements of ISO/IEC 20000
- D. the requirements of the customer as stated in the Service Level Agreement (SLA)

Correct Answer: A

QUESTION 5

Any organization may be impacted by legislative or regulatory change in the future. Where should this be covered?

- A. in a Change request
- B. in the Business Relationship Management process
- C. in the Service Level Agreement (SLA)
- D. in the Service Management plan

Correct Answer: D

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