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EX0-103$^{Q\&As}$

ISO/IEC 20000 Foundation

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QUESTION 1

Which of the aspects listed below is included in ISO/IEC 20000?

A. Customer communication

B. Employee motivation

C. Social responsibility

D. Standard products

Correct Answer: A

QUESTION 2

What does the concept of "quality" comprise?

A. satisfying customer requirements

B. gaining ISO/IEC 20000 certification

C. execution of Service Level Agreements (SLAs) only

D. maximizing utilization of personnel capacity

Correct Answer: A

QUESTION 3

How should the requirements for Service Continuity and Availability be identified?

A. This should be calculated based upon historical data for major Incidents and their consequences for the organization.

B. This should be done on the basis of Customer satisfaction investigations, so that the real user need can be clearly identified.

C. This should be identified based upon the business priorities, Service Level Agreements (SLAs) and assessed risks.

D. This should be made up from Service requirements and Service Level Agreements (SLAs) if available.

Correct Answer: C

QUESTION 4

The Plan-Do-Check-Act (PDCA) methodology can be applied to all ISO/IEC 20000 processes. What does the Act phase of this methodology cover?

A. establishing the objectives and processes necessary to deliver results in accordance with Customer requirements and the organization\\\'s policies

B. implementation of the processes

C. monitoring and measuring processes and services and reporting the results

D. taking the necessary actions to continually improve process performance

Correct Answer: D

QUESTION 5

If the service provider believes the service levels will not be met for an incident, when shall a customer be informed of this?

A. After the breach

B. Before the breach

C. During service reporting

D. Never

Correct Answer: B

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