



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

ISO/IEC 20000 Foundation

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### QUESTION 1

Which stakeholder will define service level requirements?

- A. Customer
- B. End user
- C. Service Provider
- D. Supplier

Correct Answer: A

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### QUESTION 2

What is the objective of the Service Continuity and Availability Management processes?

- A. to ensure agreed effective communication towards Customers
- B. to ensure that agreed levels of service commitments to Customers can be met in all circumstances
- C. to ensure that agreed Service Continuity and Availability commitments to Customers can be met in all circumstances
- D. to ensure that agreed Service Continuity and Availability commitments to providers can be met in all circumstances

Correct Answer: C

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### QUESTION 3

What is required to be included in Release Management procedures according to ISO/IEC 20000?

- A. the authorization and implementation of emergency Changes
- B. the investigation and prevention of Security Incidents
- C. the recording of all reported Incidents
- D. the updating and changing of configuration information and Change records

Correct Answer: D

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### QUESTION 4

According to the ISO/IEC 20000 standard it is important that a process exists to deal with contractual disputes with suppliers. Which process is responsible for the definition of this process?

- A. Business Relationship Management



- B. Contract Management
- C. Service Level Management
- D. Supplier Management

Correct Answer: D

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#### QUESTION 5

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

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