



EX0-103^{Q&As}

ISO/IEC 20000 Foundation

Pass EXIN EX0-103 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.pass4itsure.com/ex0-103.html>

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by EXIN
Official Exam Center

- ⚙ **Instant Download** After Purchase
- ⚙ **100% Money Back** Guarantee
- ⚙ **365 Days** Free Update
- ⚙ **800,000+** Satisfied Customers





QUESTION 1

What is the objective of the Continual Improvement (Act) stage of Planning and Implementing Service Management, as described in the ISO/IEC 20000 standard?

- A. To improve the efficiency and effectiveness of the business
- B. To improve the efficiency and effectiveness of the ITIL processes
- C. To improve the efficiency and effectiveness of service delivery and management
- D. To improve the efficiency and effectiveness of service support

Correct Answer: C

QUESTION 2

A group of activities within Release Management is roll-out, distribution and installation. What should be ensured as part of these activities?

- A. Changes are scheduled based upon priority and risk.
- B. Contingency and back-out plans are available.
- C. Redundant products, services and licenses are decommissioned.
- D. The Release is tested to the satisfaction of the Customers.

Correct Answer: C

QUESTION 3

Who or what should always be informed in case a Release is rejected, delayed or cancelled?

- A. Business Relationship Management
- B. Change Management
- C. Incident Management
- D. the Senior Management representative

Correct Answer: B

QUESTION 4

What should planning for new or changed services include?

- A. budgets and staff resources



- B. major non-conformities to all Underpinning Contracts (UCs)
- C. recent Problems and Known Errors in the desktop environment
- D. trends in Capacity growth of the current applications

Correct Answer: A

QUESTION 5

What is according to ISO/IEC 20000 a required part of the planning for new or changed services?

- A. establishing a good relationship with the Customer
- B. service acceptance criteria
- C. setting up a process to deal with contractual disputes
- D. the process for identifying, measuring, reporting and managing improvement activities

Correct Answer: B

[EX0-103 VCE Dumps](#)

[EX0-103 Practice Test](#)

[EX0-103 Study Guide](#)