



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

ISO/IEC 20000 Foundation

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### QUESTION 1

What is the objective of planning and implementing new or changed services?

- A. To ensure that all Changes are assessed, approved, implemented and reviewed in a controlled manner
- B. To ensure that approved Changes are implemented in the IT infrastructure with acceptable risks for the current and new IT services
- C. To ensure that new services and changes to services will be deliverable and manageable at the agreed cost and service quality
- D. To ensure that standard methods and procedures are used so that Changes can be handled quickly and with the lowest possible negative impact on service quality

Correct Answer: C

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### QUESTION 2

When a new service is being planned, Service Level Management needs to ensure that existing performance levels of other IT services will not be unduly impacted. From which process will Service Level Management require input?

- A. Availability Management
- B. Capacity Management
- C. Financial Management for IT Services
- D. IT Service Continuity Management

Correct Answer: B

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### QUESTION 3

Which standard describes the fundamental aspects of Quality Management Systems?

- A. ISO 9000
- B. ISO/IEC 15504
- C. ISO/IEC 20000
- D. ISO/IEC 27001

Correct Answer: A

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### QUESTION 4

In planning to implement Service Management, what does the plan need to say regarding tools according to ISO/IEC



20000-2:2005?

- A. The plan defines the tools as appropriate to support the processes.
- B. The plan details the effects of new technologies and techniques on capacity.
- C. The plan does not state any tools requirements.
- D. The plan lists how every individual process is supported by a tool.

Correct Answer: A

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#### QUESTION 5

Customer satisfaction measurement is an important activity in the Business Relationship Management process. What is the objective of Customer satisfaction measurement?

- A. to enable the Service Provider to compare performance with the Customer satisfaction targets and previous surveys
- B. to gather information about potential new services that might be interesting for the end users of the services
- C. to optimize the resolution processes so that service levels are exceeded
- D. to reduce Incidents during the service delivery process

Correct Answer: A

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