EX0-103^{Q&As}

ISO/IEC 20000 Foundation

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QUESTION 1

The quality of a product may be assessed by elements such as its appearance, usefulness and robustness. Which element can be used to assess the quality of a service?

A. How much the service costs compared to other providers of the service

B. How much the service costs divided by an average of evaluation scores

C. How well the service meets customer and user expectations

D. The number of people purchasing that service

Correct Answer: C

QUESTION 2

Which of the following statements is true?

A. Change Management is the most important of the Control processes.

B. Release Management shall be implemented only after the processes Change Managementand Configuration Management have become mature.

C. Release Management, Change Management and Configuration Management are Controlprocesses.

D. There shall be an integrated approach to Change and Configuration Management planning.

Correct Answer: D

QUESTION 3

What is a responsibility of the Service Provider with regard to Supplier Management as defined in ISO/IEC 20000-1:2005?

A. to ensure that a process exists for the procurement of suppliers

B. to ensure that Service Level Agreements (SLAs) with suppliers are aligned with SLAs of the business

C. to ensure that subcontracted suppliers meet contractual requirements in all circumstances

D. to ensure that supplier processes and procedures are defined where outsourced

Correct Answer: B

QUESTION 4

Which of the following actions should be taken to ensure continual improvement of a Quality Management System?

A. Analyze and evaluate the existing situation to identify areas for improvement

B. Analyze customer satisfaction and identify resulting actions

C. Review the Quality Management System at least annually

D. Start an internal service organization evaluation

Correct Answer: A

QUESTION 5

The Service Provider should check that the Service Management objectives and the plan are being achieved. Which of the following items is not measured as part of this monitoring, measuring or review?

A. Customer satisfaction

B. Major non-conformities

C. Problems

D. Resource utilization

Correct Answer: C

QUESTION 6

Problem Management is responsible for carrying out trend analysis of Incident volumes and types. What is the reason for this?

A. to be able to charge to the correct users of the service

B. to be able to provide reports to management

C. to prevent repetitive occurrence of Incidents

D. to provide input to the Capacity Database

Correct Answer: C

QUESTION 7

Which service changes should be documented in change records?

A. All service changes

B. Formal closure of services

C. Staff recruitment

D. User training

Correct Answer: A

QUESTION 8

What is SixSigma®?

A. It is a quality instrument to measure defects in process outputs.

B. It is a six step maturity model to improve the capability of business processes.

C. It is a standard that is recently developed for improvement of IT processes.

D. It is a structured, statistically based approach to process improvement.

Correct Answer: D

QUESTION 9

What is part of the policy for Budgeting and Accounting for IT Services?

A. Rules governing the handling of variances against budgets

B. The charging mechanism

C. The costs of the Underpinning Contracts (UCs) over a fixed period

D. The percentage of \\'hidden\\' end-user costs

Correct Answer: A

QUESTION 10

Which of the following standards was the forerunner to ISO/IEC 20000?

A. BS 1968

B. BS 7799

C. BS 8800

D. BS 15000

Correct Answer: D

QUESTION 11

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 12

What does an IT service definition include?

A. the use of IT to support the customers business processes

B. the use of IT to support the organizations internal business processes

C. the use of IT to support the business processes of suppliers and partners

D. the use of IT to improve employee satisfaction within the organization

Correct Answer: A

QUESTION 13

What should Quality Management Systems encourage organizations to do?

A. To achieve the lowest cost of service provision

B. To achieve the maximum level of service possible

C. To define as many metrics as possible for each process to ensure strong control

D. To define processes that contribute to customer acceptance of services

Correct Answer: D

QUESTION 14

What is required for an implementation of IT Service Management to be successful?

A. A top-down approach whereby the management of the organization strongly and visiblyenforces the implementation

B. Buy-in specifically from the levels in the organization which will be operationally involved in ITService Management activities

C. The appointment of a specialist department responsible for the development of the processstructures

D. The involvement and commitment of personnel at all levels in the organization fromoperational staff to top management

Correct Answer: D

QUESTION 15

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

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