



EX0-103^{Q&As}

ISO/IEC 20000 Foundation

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QUESTION 1

Which audit is conducted by, or on behalf of, the organization itself for internal purposes and can form the basis for an organization's self-declaration of conformity?

- A. First party audit
- B. Second party audit
- C. Third party audit
- D. Fourth party audit

Correct Answer: A

QUESTION 2

What is the certification audit primarily based on?

- A. personnel records
- B. process descriptions
- C. reports by certified financial auditors
- D. specifications

Correct Answer: B

QUESTION 3

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

QUESTION 4

Which one of the following standards is concerned primarily with security?

- A. ISO 9001



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

Correct Answer: D

QUESTION 5

Which of the following is used for the assessment of maturity of organizations?

- A. CMMI
- B. CobITTM
- C. ITIL
- D. MOF

Correct Answer: A

QUESTION 6

What does the standard explicitly recommend to be implemented with Configuration Management?

- A. Change
- B. Change and Release
- C. Change and Security
- D. Release

Correct Answer: B

QUESTION 7

Personnel should be competent on the basis of appropriate education and experience. Which of the following is a best practice relating to competence?

- A. Appropriate records of education, training, skills and experience need to be maintained.
- B. At least two employees should be suitably trained for each role.
- C. Employees should have at least a relevant bachelors degree.
- D. Personnel should all have a relevant Security training according to ISO/IEC 27002.

Correct Answer: A



QUESTION 8

Where are agreements regarding Service Delivery and its relationship to Security Management recorded?

- A. in a Capacity Plan
- B. in a Configuration Management Database (CMDB)
- C. in a Definitive Software Library (DSL)
- D. in a Service Level Agreement (SLA)

Correct Answer: D

QUESTION 9

Which of the following is used as a set of guidance materials for IT governance?

- A. CobITTM
- B. ISO 9000
- C. ISO/IEC 20000
- D. MOF

Correct Answer: A

QUESTION 10

Which of the following is a best practice concerning Information Security Risk assessment?

- A. Information Security Risk assessments should be carried out by an external auditor to maintain objectivity.
- B. Information Security Risk assessments should be performed as a result of the review of every Incident.
- C. Information Security Risk assessments should be performed at agreed intervals and be maintained during Changes.
- D. Information Security Risk assessments should be performed once a year.

Correct Answer: C

QUESTION 11

Who has a responsibility in continual improvement?

- A. the customer
- B. all employees



C. Quality experts only

D. Management only

Correct Answer: B

QUESTION 12

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 13

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 Management and Configuration Management have become mature.

C. Release Management, Change Management and Configuration Management are Control processes.

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

Correct Answer: D

QUESTION 14

What are the key contents of an IT Service Management system?

A. A documented organizational and operational structure

B. A software system for the ticket system

C. A software system to monitor the key performance indicators (KPIs)

D. Systematic processes for ticket recording and follow-up only

Correct Answer: A



QUESTION 15

Availability and Service Continuity Plans need to be developed and reviewed periodically to ensure that requirements are met as agreed in all circumstances, from normal operations through to a major loss of service. What is the minimum level of frequency with which these Plans should be developed and reviewed?

- A. At every change to the business environment
- B. At least annually
- C. At least bi-annually
- D. In accordance with the business needs

Correct Answer: B

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