Vendor:EXIN

Exam Code:EX0-103

Exam Name:ISO/IEC 20000 Foundation

Version: Demo

QUESTION 1

If the service provider believes the service levels will not be met for an incident, when shall a customer be informed of this?

A. After the breach

B. Before the breach

C. During service reporting

D. Never

Correct Answer: B

QUESTION 2

The Relationship processes describe the relationships with the business and with the suppliers. What should the Relationship processes ensure?

A. that all parties understand the business needs, responsibilities and obligations

B. that the business and suppliers are directly informed of Major Incidents

C. that the service levels for all services are consistent in the supply chain

D. that there is a frequent contact between the suppliers and the business to resolve dissatisfaction issues

Correct Answer: A

QUESTION 3

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

QUESTION 4

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 5

What details should be recorded as a baseline prior to implementing a plan for service improvement?

A. backlog of changes for the service

B. number of staff involved

C. service quality and levels

D. time taken to operate the process

Correct Answer: C

QUESTION 6

Why is it important that reviews are conducted at regular intervals during the Check phase of the Plan- Do-Check-Act (PDCA) methodology?

A. to be able to allocate roles and responsibilities

B. to be able to define the objectives and requirements that are to be achieved by Service Management

C. to be able to establish the Service Management policy, objectives and plans

D. to determine whether the Service Management requirements are effectively implemented and maintained

Correct Answer: D

QUESTION 7

Who conducts the "first party audit"?

A. An external independent organization

B. Customers of the IT Service Management organization

C. Other persons on behalf of the Customer

D. The IT Service Management organization itself

Correct Answer: D

QUESTION 8

Which stakeholder will define service level requirements?

A. Customer

B. End user

C. Service Provider

D. Supplier

Correct Answer: A

QUESTION 9

During an audit, evidence is required for Service Management policies, plans and procedures. Who should ensure that this evidence is available?

A. the Auditor

B. the Business Relationship process owner

C. the Senior responsible owner

D. the Service Level Manager

Correct Answer: C

QUESTION 10

What is accreditation in the context of ISO/IEC 20000?

A. The determination of measurement results using defined procedures on the basis ofdocumented requirements

B. The evaluation of test results to verify compliance with requirements plus confirmation by thecertification body

C. The notification of approved testing and certification bodies with the relevant authority forpublication

D. The official recognition by a third party of organizations involved in testing, inspection andcertification

Correct Answer: D

QUESTION 11

Which of the following is a best practice for Capacity Management?

A. A Capacity plan documenting the actual performance and the expected requirements shouldbe produced at least annually.

B. Decisions about service provision should be based on cost effectiveness comparisons.

C. The resilience of the infrastructure components should be measured and included in theCapacity plan.

D. The Service Catalog should be maintained and kept up-to-date.

Correct Answer: A

QUESTION 12

Which of the following must be included within the Service Management plan?

A. Configuration Item (CI) type

B. Information security controls

C. Return to normal working

D. Tools as appropriate to support the processes

Correct Answer: D