

EX0-103^{Q&As}

ISO/IEC 20000 Foundation

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QUESTION 1

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

QUESTION 2

Which of the following is a benefit of ISO/IEC 20000 certification?

- A. It guarantees that all certified IT Service Management processes are at least audited by a registered certification body once a year.
- B. It shows that a company manages IT Services according to an independently audited quality standard.
- C. It shows that a company takes quality seriously and that each service is independently audited before it is being delivered.
- D. It shows that the highest possible quality level has been achieved.

Correct Answer: B

QUESTION 3

Which stakeholder will define service level requirements?

- A. Customer
- B. End user
- C. Service Provider
- D. Supplier

Correct Answer: A

QUESTION 4

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 5

What is the objective of the Service Continuity and Availability Management processes?

- A. to ensure agreed effective communication towards Customers
- B. to ensure that agreed levels of service commitments to Customers can be met in all circumstances
- C. to ensure that agreed Service Continuity and Availability commitments to Customers can be met in all circumstances
- D. to ensure that agreed Service Continuity and Availability commitments to providers can be met in all circumstances

Correct Answer: C

QUESTION 6

Which type of event or activity can trigger a service Change, which would need to be catered for in the Service Management plan?

- A. Major Incident
- B. Service improvement activities
- C. System Lifecycle Management
- D. Urgent Change

Correct Answer: B

QUESTION 7

Which of the following is within the scope of the requirements of ISO/IEC 20000?

- A. Charging for IT Services
- B. Information Security Management
- C. Operations
- D. Service Desk

Correct Answer: B

QUESTION 8

What is a benefit to an organization when the services are delivered according to ISO/IEC 20000?

- A. The environmental needs of the employees in the organization are well looked after.
- B. The organization becomes more customer focused.
- C. The organization behaves in a socially responsible way.
- D. The organization has less suppliers to deal with.

Correct Answer: B

QUESTION 9

The appointed member of management is only responsible for the co-ordination and management of all services. Can this person perform internal audits for the delivery processes?

- A. No, because as manager he is not competent enough.
- B. No, because this person is responsible for all processes and therefore he would audit his own work.
- C. Yes, because this person is not responsible for the delivery processes.
- D. Yes, because as manager he should have knowledge of performing internal audits.

Correct Answer: C

QUESTION 10

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 11

What is the objective of Service Level Management?

- A. To define, agree, record and manage levels of service
- B. To ensure a sufficient amount of Capacity has been designated in order to achieve agreed service levels
- C. To ensure that agreed service Availability commitments to customers can be met in all circumstances
- D. To establish and maintain good relationships with Customers

Correct Answer: A

QUESTION 12

Which of the following defines a lifecycle that is split into four quadrants (optimizing, changing, supporting and operating)?

- A. CobIT TM
- B. ITIL
- C. MOF
- D. Six Sigma

Correct Answer: C

QUESTION 13

When should the final closure of an Incident record be completed?

- A. when all relevant information for classification and routing has been entered
- B. when the Incident has been dispatched outside the Service Desk department
- C. when the Incident is solved and normal operation is restored
- D. when the initiating user has been given the opportunity to confirm that the service is restored

Correct Answer: D

QUESTION 14

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 15

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

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