



EX0-103

(ISO/IEC 20000 Foundation)

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Question: 1

Which of the following is Problem Management primarily concerned with?

- A. Looking at Security Plans
- B. Looking at the cause of Incidents
- C. Looking at the Change Plan
- D. Looking at the Release Strategy

Answer: B

Question: 2

What is the objective of a Management System?

- A. To define, agree, record and manage levels of services
- B. To ensure that Key Performance Indicators (KPIs) are defined for all IT services
- C. To ensure that new services and changes to services will be deliverable and manageable at the agreed cost and services quality
- D. To provide the policies and the framework that is needed for the effective management and implementation of all IT services

Answer: D

Question: 3

Which of the aspects listed below is included in ISO/IEC 20000?

- A. Customer communication
- B. Employee motivation
- C. Social responsibility
- D. Standard products

Answer: A

Question: 4

Which of the following tasks is assigned to each process manager?

- A. Channeling data to Problem Management
- B. Ensuring the process is running effectively and efficiently
- C. Following up on Incidents
- D. Setting up Service Level Agreements with the users

Answer: B

Question: 5

Which of the following is not part of a business continuity plan?

- A. Configuration management
- B. Information security
- C. Return to normal
- D. Tools as appropriate

Answer: D

Question: 6

Which service change management process is not a part of the service change management process?

- A. All service changes
- B. Formal closure
- C. Staff recruitment
- D. User training

Answer: A

Question: 7

What is the added value of service level management (SLM)?

- A. You can specify the service level agreement (SLA).
- B. You do not have to manage the service.
- C. You do not have to manage the service.
- D. The outcomes of the service are produced within the customer organization.

Answer: B

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