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Product Details from Pass-Guaranteed.com:

ISO/IEC 20000 Foundation
EX0-103

Demo Version

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QUESTION: 1

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: 2

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

- A. The determination of measurement results using defined procedures on the basis of documented requirements
- B. The evaluation of test results to verify compliance with requirements plus confirmation by the certification body
- C. The notification of approved testing and certification bodies with the relevant authority for publication
- D. The official recognition by a third party of organizations involved in testing, inspection and certification

Answer: D

QUESTION: 3

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.

Answer: B

QUESTION: 4

What is the purpose of CobiT TM ?

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- A. To provide a high level process model that organizes a broad range of IT activities
- B. To provide a set of detailed practices on how to implement processes and is therefore well suited as a process implementation tool
- C. To provide a certified measurement framework that legally provides proof of meeting the Sarbanes-Oxley (SOX) requirements
- D. To provide a uniform structure to understand, implement and evaluate IT capabilities, performance and risks

Answer: D

QUESTION: 5

What is the objective of planning and implementing new or changed services?

- A. To ensure that all Changes are assessed, approved, implemented and reviewed in a controlled manner
- B. To ensure that approved Changes are implemented in the IT infrastructure with acceptable risks for the current and new IT services
- C. To ensure that new services and changes to services will be deliverable and manageable at the agreed cost and service quality
- D. To ensure that standard methods and procedures are used so that Changes can be handled quickly and with the lowest possible negative impact on service quality

Answer: C

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