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QUESTION & ANSWER

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Exam : ISO-IEC 20000 Foundation

**Title : ISO/IEC 20000 Foundation
Exam**

Version : DEMO

1. Within the requirements for Resources, in addition to human resources, what other resources shall the service provider organization determine and provide?

- A. Technical, information, and financial
- B. Technical, work areas, and service desk
- C. Financial, suppliers, and service desk
- D. Information, suppliers, and work areas

Answer: A

2. Which statement about the use of technology and tools to achieve and maintain certification is correct?

- A. The use of technology is mandatory
- B. The technology and tools used shall be assessed during the audits
- C. Any tools used shall be listed on the ISO catalogue of approved tools
- D. The data reported from the tools can be used to provide evidence for audits

Answer: D

3. What is the relationship between ISO/IEC 20000-1, ISO 9001, and ISO/IEC 27001?

- A. ISO 9001 deals mainly with customer complaints about quality, whereas ISO/IEC 20000-1 and ISO/IEC 27001 are IT focused
- B. ISO/IEC 20000-1 applies to service management, whereas ISO 9001 and ISO/IEC 27001 can NOT be used effectively in a service provider organization
- C. An SMS can be integrated with a quality management system based on ISO 9001 or an information security management system based on ISO/IEC 27001
- D. It is necessary for service provider organizations to be certified against all of them to ensure an effective service management system

Answer: C

4. Which is not an example of configuration information for a CI?

- A. Relationship with other CIs
- B. Unique identification
- C. Feature of a service
- D. Status

Answer: C

5. What should be done to handle risks and opportunities?

- A. Avoid, reduce, and transfer
- B. Plan, do, check, and act using Deming's cycle
- C. Record, classify, fulfill, and close
- D. Determine, document, and plan actions

Answer: D