PECB

ISO-IEC-20000-FOUNDATION Exam

ISO/IEC 20000 Foundation Exam

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QUESTIONS & ANSWERS

DEMO VERSION

(LIMITED CONTENT)

Version: 4.0

Question: 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

Question: 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

Question: 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/TEC27001 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

Question: 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

Question: 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

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