PECB
ISO-IEC-20000-Foundation
ISO/IEC 20000 Foundation Exam

Questions And Answers PDF Format:

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Question: 1

What is a responsibility of the organization regarding supplier management as defined in ISO/IEC 20000-1?

A. To ensure that supplier processes and procedures are defined
B. To ensure that contracts with external suppliers are accessed for alignment against SLAs of customers
C. To ensure that subcontracted suppliers meet contractual requirements in all circumstances
D. To ensure that a process exists for the procurement of suppliers

Answer: B

Question: 2

How can an organization determine the effectiveness of the service level management process?

A. By monitoring service level targets
B. By defining service levels
C. By checking contracts with suppliers
D. By reporting on all incidents

Answer: A

Question: 3

Which would NOT be included in a service management plan?

A. Service desk contact details and hours of service
B. Technology used to support the service management system
C. Resources required to operate the service management system
D. List of services

Answer: A

Question: 4

ISO/IEC 20000-1 can be applicable to a service provider:

A. Only if its customers have demonstrated conformity to ISO/IEC 20000 requirements
B. Only if its suppliers haven't demonstrated conformity to ISO/IEC 20000 requirements
C. Only if its suppliers have demonstrated conformity to ISO/IEC 20000 requirements
D. Even if its customers or suppliers have demonstrated conformity to ISO/IEC 20000 requirements

Answer: D

Question: 5

Which document defines the scope of services to be delivered by an external supplier who implements and operates some parts of the service management processes?

A. A contract agreed with the service provider organization
B. A contract agreed with the customers
C. A list of service level targets agreed with the customers
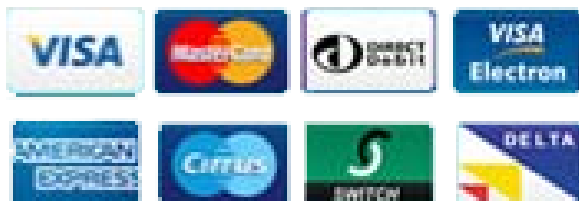D. A list of service level targets agreed with the service provider organization

Answer: A

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