

PECB

ISO-IEC-20000-Foundation

ISO/IEC 20000 Foundation Exam

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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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