ISO/IEC 20000 Foundation [EX0-103]

Test Result - Diagnostic Test

700

1000

Start Time: 12-Feb-12, 02:04   End Time: 12-Feb-12, 02:07

Total Items: 16   Correct Items: 16

Passing Score: 700   Max Score: 1000

Your Score: 1000   Result: Pass

It is a good practice to review answers and analysis. To review, click on individual items below. please rate and provide feedback as your review. Your feedback we will help us improve this PrepKit and provide you with upgrades.

- Items
- Chapters

Item Details

#	Item	Result	BookMark
1	Service Level Management focuses on the service management depending on the tangible records of s...	Correct	
2	Which of the following approach is used for the release when the new or changed service is deploy...	Correct	
3	Which of the following is the objective of Information Security Management?	Correct	
4	Which of the following secondary budgets is used to provide detailed information about the follow...	Correct	

5	[Which of the following variables support the structure of Service Level Agreement (SLA)? Each...](#)	Correct
6	[The objective of Release Management is to deliver, distribute, and track changes in a release int...](#)	Correct
7	[Which of the following activities of Capacity Management is a proactive activity that is used to ...](#)	Correct
8	[The primary aim of Incident Management is to ensure a quick recovery of the system. It supervises...](#)	Correct
9	[The objective of Capacity Management is to ensure that the service provider has, at all times, su...](#)	Correct
10	[Which of the following are the basic components of Incident Management? Each correct answer r...](#)	Correct
11	[Which of the following is used to continually improve the process performance by taking actions?](#)	Correct
12	[Which of the following are the quality management principles of competence, awareness, and traini...](#)	Correct
13	[Service based Service Level Agreement is used when the requirements of the IT service vary little...](#)	Correct
14	[The Capacity Management process is defined as the focal point for all the performance and capacit...](#)	Correct
15	[Budgeting begins by identifying the key factors that restrict the growth of the company. In many ...](#)	Correct
16	[Which of the following determines and understands the use of the IT infrastructure and components?](#)	Correct

Item Details

# Chapter		Total Correct	
1 Requirements for the management system	▇▇▇	1	1
2 Planning and implementing service management	▇▇▇	1	1
3 Service delivery process	▇▇▇	10	10
4 Resolution processes	▇▇▇	2	2
5 Release process	▇▇▇	2	2

1. # Start Time

Gives the time test started at.

2. # End Time

Gives the time test ended at.

3. **Total Items**

   Total numbers of questions in the given test.

4. **Correct Items**

   Total number questions correctly answered.

5. **Passing Score**

   Passing Score of the Test.

6. **Maximum Score**

   Maximum Score of the Test.

7. **Your Score**

   Total Score Got in the Test.

8. **Result**

   Result either Pass or Fail.

9. **Items**

   Can review the questions again after test to avoid mistakes in other test.

10. **Result**

    Traverse the wrong and right answers.

11. **Bookmark**

    Can traverse through bookmarked questions.