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**PECB**

**ISO-IEC-20000-Foundation**

ISO/IEC 20000 Foundation

Exam



**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(s): 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(s): 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/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(s): 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(s): 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(s):** D

**QUESTION: 6**

What is the intent of incident management?

- A. To restore services as quickly as possible
- B. To match new incidents to known errors
- C. To track problems into the known error database
- D. To communicate with customers as to future service disruptions

**Answer(s):** A

**QUESTION: 7**

What is the difference between a nonconformity and an observation?

- A. A nonconformity identifies that a requirement is NOT being correctly met, whereas an observation identifies a recommendation for improvement
- B. A nonconformity can be identified by both internal and external auditors, but an observation can only be identified by an internal auditor
- C. They identify different levels of defect, and if either of them are identified during an audit then certification ^ CANNOT be granted
- D. They are different names for the same thing

**Answer(s):** A

**QUESTION: 8**

What is not an input to manage continual improvement?

- A. Governance of process operated by other parties
- B. Problem records
- C. Relevant directives from top management
- D. Optimized resource utilization or risk reduction

**Answer(s):** A

**QUESTION: 9**

What is an audit observation?

- A. A conformity to the standard where there is an opportunity for improvement
- B. A recommendation that has to be actioned
- C. A finding against an area which is NOT in the scope of the standard
- D. A non-fulfilment of a requirement

**Answer(s):** A