

# EX0-101<sup>Q&As</sup>

ITIL Foundation V 3.0 & ITIL Foundation

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**QUESTION 1**

Which of the following should IT service continuity strategy be based on?

1.  
Design of the service metrics
  2.  
Business continuity strategy
  3.  
Business impact analysis (BIA)
  4.  
Risk assessment
- A. 1, 2 and 4 only  
B. 1, 2 and 3 only  
C. 2, 3 and 4 only  
D. 1, 3 and 4 only

Correct Answer: C

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**QUESTION 2**

Which one of the following statements is CORRECT?

- A. The configuration management system is part of the known error database  
B. The service knowledge management system is part of the configuration management system  
C. The configuration management system is part of the service knowledge management system  
D. The configuration management system is part of the configuration management database

Correct Answer: C

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**QUESTION 3**

Which of the following is an objective/are objectives of the service strategy stage of the service lifecycle?

1.  
Providing an understanding of what strategy is

2.

Ensuring a working relationship between the customer and service provider

3.

Defining how value is created

A. 1 only

B. 2 only

C. 3 only

D. All of the above

Correct Answer: D

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#### QUESTION 4

What is the BEST description of an operational level agreement (OLA)?

A. An agreement between the service provider and another part of the same organization

B. An agreement between the service provider and an external organization

C. A document that describes to a customer how services will be operated on a day-to-day basis

D. A document that describes business services to operational staff

Correct Answer: A

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#### QUESTION 5

The design of IT services requires the effective and efficient use of "the four Ps". What are these four Ps?

A. People, process, partners, performance

B. Performance, process, products, plans

C. People, process, products, partners

D. People, products, plans, partners

Correct Answer: C

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