

EX0-101^{Q&As}

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QUESTION 1

What is the name of the group that should review changes that must be implemented faster than the normal change process?

- A. Technical management
- B. Emergency change advisory board
- C. Urgent change board
- D. Urgent change authority

Correct Answer: B

QUESTION 2

Which one of the following statements about incident reporting and logging is CORRECT?

- A. Incidents can only be reported by users
- B. Incidents can be reported by anyone who detects a disruption or potential disruption to normal service
- C. All calls to the service desk must be logged as incidents
- D. Incidents reported by technical staff must also be logged as problems

Correct Answer: B

QUESTION 3

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

QUESTION 4

The multi-level SLA is a three-layer structure. Which one of the following layers is NOT part of this type of SLA?

- A. Customer level

- B. Service level
- C. Corporate level
- D. Configuration level

Correct Answer: D

QUESTION 5

Which one of the following do major incidents require?

- A. Separate procedures
- B. Less urgency
- C. Longer timescales
- D. Less documentation

Correct Answer: A

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