

EX0-101^{Q&As}

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QUESTION 1

Which one of the following is concerned with policy and direction?

- A. Capacity management
- B. Governance
- C. Service design
- D. Service level management

Correct Answer: B

QUESTION 2

Which one of the following is NOT the responsibility of service catalogue management?

- A. Ensuring that information in the service catalogue is accurate
- B. Ensuring that service level agreements are maintained
- C. Ensuring that information in the service catalogue is consistent with information in the service portfolio
- D. Ensuring that all operational services are recorded in the service catalogue

Correct Answer: B

QUESTION 3

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

QUESTION 4

Which of the following are managed by facilities management?

1.

Hardware within a data centre or computer room

2.

Applications

3.

Power and cooling equipment

4.

Recovery sites

A. 1, 2 and 3 only

B. All of the above

C. 1, 3 and 4 only

D. 1 and 3 only

Correct Answer: C

QUESTION 5

At which stage of the service lifecycle should the processes necessary to operate a new service be defined?

A. Service design: Design the processes

B. Service strategy: Develop the offerings

C. Service transition: Plan and prepare for deployment

D. Service operation: IT operations management

Correct Answer: A
