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

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ITIL Foundation V 3.0 & ITIL Foundation

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**QUESTION 1**

Which one of the following would be the MOST useful in helping to define roles and responsibilities in an organizational structure?

A. RACI model

B. Incident model

C. Continual service improvement (CSI) approach

D. The Deming Cycle

Correct Answer: A

**QUESTION 2**

Which one of the following activities does application management perform?

A. Defining where the vendor of an application should be located

B. Ensuring that the required functionality is available to achieve the required business outcome

C. Deciding who the vendor of the storage devices will be

D. Agreeing the service levels for the service supported by the application

Correct Answer: B

**QUESTION 3**

Which one of the following statements BEST describes a definitive media library (DML)?

A. A secure location where definitive hardware spares are held

B. A secure library where definitive authorized versions of all media configuration items (CIs) are stored and protected

C. A database that contains definitions of all media CIs

D. A secure library where definitive authorized versions of all software and back-ups are stored and protected

Correct Answer: B

**QUESTION 4**

Which one of the following can help determine the level of impact of a problem?

A. Definitive media library (DML)

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B. Configuration management system (CMS)

C. Statement of requirements (SOR)

D. Standard operating procedures (SOP)

Correct Answer: B

**QUESTION 5**

Which process includes business, service and component sub-processes?

A. Capacity management

B. Incident management

C. Service level management

D. Financial management

Correct Answer: A

**QUESTION 6**

Which one of the following activities are carried out during the Where do we want to be? step of the continual service improvement (CSI) approach?

A. Implementing service and process improvements

B. Reviewing measurements and metrics

C. Creating a baseline

D. Defining measurable targets

Correct Answer: D

**QUESTION 7**

Which one of the following contains information that is passed to service transition to enable the implementation of a new service?

A. A service option

B. A service transition package (STP)

C. A service design package (SDP)

D. A service charter

Correct Answer: C

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**QUESTION 8**

Which one of the following provides the CORRECT list of processes within the service operation stage of the service lifecycle?

A. Event management, incident management, problem management, request fulfillment, and access management

B. Event management, incident management, change management, and access management

C. Incident management, problem management, service desk, request fulfillment, and event management

D. Incident management, service desk, request fulfillment, access management, and event management

Correct Answer: A

**QUESTION 9**

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 10**

Which one of the following activities would be performed by access management?

A. Providing physical security for staff at data centers and other buildings

B. Managing access to computer rooms and other secure locations

C. Managing access to the service desk

D. Managing the rights to use a service or group of services

Correct Answer: D

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**QUESTION 11**

Which one of the following is an objective of service transition?

A. To negotiate service levels for new services

B. To ensure that service changes create the expected business value

C. To minimize the impact of service outages on day-to-day business activities

D. To plan and manage entries in the service catalogue

Correct Answer: B

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**QUESTION 12**

Which one of the following is NOT an aim of the change management process?

A. To ensure the impact of changes are understood

B. To ensure that changes are recorded and evaluated

C. To ensure that all changes to configuration items (CIs) are recorded in the configuration management system (CMS)

D. To deliver and manage IT services at agreed levels to business users

Correct Answer: D

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**QUESTION 13**

Which one of the following is the BEST description of a service request?

A. A request from a user for information, advice or for a standard change

B. Anything that the customer wants and is prepared to pay for

C. Any request or demand that is entered by a user via a self-help web-based interface

D. Any request for change (RFC) that is low-risk and which can be approved by the change manager without a change advisory board (CAB) meeting

Correct Answer: A

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**QUESTION 14**

Which one of the following does service metrics measure?

A. Functions

B. Maturity and cost

C. The end-to-end service

D. Infrastructure availability

Correct Answer: C

**QUESTION 15**

In which of the following areas would ITIL complementary guidance provide assistance?

1.

 Adapting best practice for specific industry sectors

2.

 Integrating ITIL with other operating models

A. Both of the above

B. Neither of the above

C. Option 1 only

D. Option 2 only

Correct Answer: A

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