

Exam Number/Code : EX0-101

Exam Name: ITIL Foundation v.3

Version : Demo

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1. Which of the following do Service Metrics measure?

- A. Processes and functions
- B. Maturity and cost
- C. The end to end service
- D. Infrastructure availability

Answer: C

2. Which of the following BEST describes 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 can be approved by the Change Manager without a Change Advisory Board (CAB) meeting

Answer: A

3. Which of the following does the Availability Management process include?

- 1 Ensuring services are able to meet availability targets
 - 2 Monitoring and reporting actual availability
 - 3 Improvement activities, to ensure that services continue to meet or exceed their availability goals
- A. 2 and 3 only
 - B. All of the above
 - C. 1 and 2 only
 - D. 1 and 3 only

Answer: B

4. What are Request Models used for?

- A. Assessing changes to understand their potential impact
- B. Modelling arrival rates and performance characteristics of service requests
- C. Comparing the advantages and disadvantages of different Service Desk approaches such as local or remote
- D. Defining how common types of service requests should be processed

Answer: D

5. Which of the following is NOT the responsibility of Service Catalogue Management?

- A. Ensuring that information in the Service Catalogue is accurate

- B. Ensuring that information within the Service Pipeline is accurate
- 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

Answer: B

6. Which statement should NOT be part of the value proposition for Service Design?
- A. Reduced Total Cost of Ownership
 - B. Improved quality of service
 - C. Improved Service alignment with business goals
 - D. Better balance of technical skills to support live services

Answer: D

7. Which of the following is NOT an objective of the Operations Management function?
- A. Swift application of skills to diagnose any IT Operations failures that occur
 - B. Delivering improvements to achieve reduced costs
 - C. First line Incident investigation and diagnosis logged by users
 - D. Maintenance of status quo to achieve stability of day to day processes and activities

Answer: C

8. What body exists to support the authorisation of changes and to assist Change Management in the assessment and prioritization of changes?
- A. The Change Authorisation Board
 - B. The Change Advisory Board
 - C. The Change Implementer
 - D. The Change Manager

Answer: B

9. Which of the following is the BEST definition of the term Service Management?
- A. A set of specialized organizational capabilities for providing value to customers in the form of services
 - B. A group of interacting, interrelated, or independent components that form a unified whole, operating together for a common purpose
 - C. The management of functions within an organization to perform certain activities
 - D. Units of organizations with roles to perform certain activities

Answer: A

10. "Service Management is a set of specialized organizational capabilities for providing value to customers in the form of services".

These specialized organizational capabilities include which of the following?

- A. Applications and Infrastructure
- B. Functions and Processes
- C. Service Pipeline and Service Catalogue
- D. Markets and Customers

Answer: B

11. Which of the following is NOT a characteristic of a process?

- A. Is measurable
- B. Delivers specific results
- C. Responds to specific events
- D. Structures an organization

Answer: D

12. Which of the following statements is CORRECT for every process?

1 It delivers its primary results to a customer or stakeholder

2 It defines activities that are executed by a single function

- A. Both of the above
- B. 1 only
- C. Neither of the above
- D. 2 only

Answer: B

13. What are the publications that provide guidance specific to industry sectors and organization types known as?

- A. The Service Strategy and Service Transition books
- B. The ITIL Complementary Guidance
- C. The Service Support and Service Delivery books
- D. Pocket Guides

Answer: B

14. Which of the following is NOT a purpose of Service Transition?

- A. To ensure that a service can be managed, operated and supported
- B. To provide training and certification in project management
- C. To provide quality knowledge of Change, Release and Deployment Management
- D. To plan and manage the capacity and resource requirements to manage a release

Answer: B

15. What is the BEST description of the purpose of Service Operation?

- A. To decide how IT will engage with suppliers during the Service Management Lifecycle
- B. To proactively prevent all outages to IT Services
- C. To design and build processes that will meet business needs
- D. To deliver and manage IT Services at agreed levels to business users and customers

Answer: D