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Exam : **ITIL Ex0-101**

Title : ITIL Foundation v.3

Update : Demo



1. Which of the following statements is CORRECT?

1. The only phase of the Service Management Lifecycle where value can be measured is Service Operation
2. All of the phases of the lifecycle are concerned with the value of IT services

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

Correct Answers: B

2. 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

Correct Answers: B

3. Which of the following is NOT one of the five individual aspects of Service Design?

- A: The design of the Service Portfolio, including the Service Catalogue
B: The design of new or changed services
C: The design of Market Spaces
D: The design of the technology architecture and management systems

Correct Answers: C

4. Which of the following is NOT the responsibility of the Service Catalogue Manager?

- 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

Correct Answers: B

5. Which of the following statements is CORRECT?

- A: The Configuration Management System (CMS) is part of the Known Error Data Base (KEDB)

B: The Service Knowledge Management System (SKMS) is part of the CMS

C: The KEDB and the CMS form part of the larger SKMS

D: The CMS is part of the Configuration Management Data Base (CMDB)

Correct Answers: C

6. Which of the following questions does Service Strategy help answer with its guidance?

1. How do we prioritize investments across a portfolio?

2. What services to offer and to whom?

3. What are the Patterns of Business Activity (PBA)?

A: 1 only

B: 2 only

C: 3 only

D: All of the above

Correct Answers: D

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

A: It is measurable

B: Delivers specific results

C: Responds to specific events

D: A method of structuring an organisation

Correct Answers: D

8. Which of the following statements about processes is INCORRECT?

A: A process may define policies, standards and guidelines

B: The definition of Process Control is "The activity of planning and regulating a process, with the objective of achieving Best Practice"

C: The objective of any IT process should be expressed in terms of business benefits and goals

D: The output from a process has to conform to operational norms derived from business objectives

Correct Answers: B

9. What is a RACI model used for?

A: Performance analysis

B: Recording Configuration Items

C: Monitoring services

D: Defining roles and responsibilities

Correct Answers: D

10. The group that authorizes changes that must be installed faster than the normal process is called the?

- A: CAB Emergency Committee (CAB/EC)
- B: Emergency CAB (ECAB)
- C: Urgent Change Board (UCB)
- D: Urgent Change Authority (UCA)

Correct Answers: B

11. Contracts relating to an outsourced Data Centre would be managed by?

- A: Technical Management
- B: Service Desk
- C: IT Operations Control
- D: Facilities Management

Correct Answers: D

12. Which Service Design process makes the most use of data supplied by Demand Management?

- A: Service Catalogue Management
- B: Service Level Management
- C: IT Service Continuity Management
- D: Capacity Management

Correct Answers: D

13. Which of the following CANNOT be stored and managed by a tool?

- A: Knowledge
- B: Information
- C: Wisdom
- D: Data

Correct Answers: C

14. The BEST description of the purpose of Service Operation is?

- 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 support IT Services at agreed levels to business users and customers

Correct Answers: D

15. In which core publication can you find detailed descriptions of Service Level Management, Availability Management, Supplier Management and IT Service Continuity Management?

- A: Service Strategy

- B: Service Design
- C: Service Transition
- D: Service Operation

Correct Answers: B

16. Which of the following sentences BEST describes a Standard Change?

- A: A change to the service provider's established policies and guidelines
- B: A change that correctly follows the required change process
- C: A pre-authorized change that has an accepted and established procedure
- D: A change that is made as the result of an audit

Correct Answers: C

17. Which process is responsible for discussing reports with customers showing whether services have met their targets?

- A: Continual Service Improvement
- B: Business Relationship Management
- C: Service Level Management
- D: Availability Management

Correct Answers: C

18. What are the three Service Provider business models?

- A: Internal Service provider, Outsourced 3rd party and Off-shore party
- B: Internal Service Operations provider, External Service Operations provider, Shared Service Unit
- C: Internal Service provider, External Service provider, Outsourced 3rd Party
- D: Internal Service provider, External Service provider, Shared Service Provider

Correct Answers: D

19. Which is the correct combination of Service Management terms across the Lifecycle?

1. Service Portfolio design	A. Service Transition
2. Value Creation through Service	B. Service Strategy
3. The Service V model	C. Service Design
4. Plan Do Check Act model	D. Continual Service Improvement

- A: 1B, 2C, 3D, 4A
- B: 1C, 2D, 3A, 4B
- C: 1C, 2B, 3A, 4D
- D: 1A, 2B, 3C, 4D

Correct Answers: C

20. Application Management plays a role in all applications. One of the key decisions to which they contribute is?

- A: Where the vendor of an application is located
- B: Whether to buy an application or build it
- C: Who the vendor of the storage devices will be
- D: Should application development be outsourced

Correct Answers: B

21. How many times should each stage of the Plan, Do, Check, Act (PDCA) cycle be visited?

- A: There should be a single Plan and Do, then Check and Act should be carried out multiple times to implement Continual Improvement
- B: Each stage should be carried out once in the order Plan-Do-Check-Act
- C: The entire cycle should be repeated multiple times to implement Continual Improvement
- D: There should be a single Plan, then the Do-Check-Act cycle should be repeated multiple times to implement Continual Improvement

Correct Answers: C

22. Which is the first step in the 7 Step Improvement Process?

- A: Prepare for action
- B: Define what you should measure
- C: Where are we now?
- D: Identify gaps in Service Level Agreement (SLA) achievement

Correct Answers: B

23. Which of the following is NOT a valid objective of Request Fulfilment?

- A: To provide information to users about what services are available and how to request them
- B: To update the Service Catalogue with services that may be requested through the Service Desk
- C: To provide a channel for users to request and receive standard services
- D: To source and deliver the components of standard services that have been requested

Correct Answers: B

24. What is the definition of an Alert?

- A: An audit report that indicates areas where IT is not performing according to agreed procedures
- B: A type of Incident
- C: An error message to the user of an application
- D: A warning that a threshold has been reached or that something has changed

Correct Answers: D

25. In many organisations the role of Incident Manager is assigned to the Service Desk. It is important that the Incident Manager is given the authority to:

- A: Only manage Incidents effectively through the 1st line
- B: Manage Incidents effectively through 1st, 2nd and 3rd line
- C: Only manage Incidents effectively through 1st and 2nd line
- D: Only manage Incidents effectively at the 3rd line

Correct Answers: B

26.Which of the following is NOT part of the Service Design phase of the Service Lifecycle?

- A: Produce and maintain all necessary Service Transition packages
- B: Produce quality, secure and resilient designs for new or improved services, technology architecture, processes or measurement systems that meet all the agreed current and future IT requirements of the organisation
- C: Take the overall Service Strategies and ensure they are reflected in the Service Design process and the service designs that are produced
- D: Measuring the effectiveness and efficiency of Service Design and the supporting processes

Correct Answers: A

27.Which process is responsible for frequently occurring changes where risk and cost are low?

- A: Access management
- B: Incident Management
- C: Release and Deployment Management
- D: Request fulfilment

Correct Answers: D

28.Staff in an IT department are experts in managing specific technology, but none of them know what services are offered to the business. What imbalance does this represent?

- A: Extreme focus on responsiveness
- B: Extreme focus on cost
- C: Vendor focused
- D: Extreme internal focus

Correct Answers: D

29.Which of these statements about Service Desk staff is CORRECT?

- A: The Service Desk should try to have a high level of staff turnover as the training requirements are low and this helps to minimise salaries
- B: Service Desk staff should be discouraged from applying for other roles as it is more cost effective to keep them in the role where they have been trained
- C: The Service Desk can often be used as a stepping stone for staff to move into other more technical or supervisory roles

D: Service Desk staff should be recruited from people who have high levels of technical skill to minimise the cost of training them

Correct Answers: C

30. Effective release and deployment management enables the service provider to add value to the business by?

A: Delivering change, faster and at optimum cost and minimized risk

B: Ensuring that all assets are accounted for

C: Verifying the accuracy of all items in the configuration management database

D: Ensures that the fastest servers are purchased

Correct Answers: A

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