EX0-101 Q&As

ITIL Foundation V 3.0 & ITIL Foundation

Pass home EX0-101 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

https://www.passapply.com/ex0-101.html

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by home Official Exam Center

⚙ **Instant Download** After Purchase

⚙ **100% Money Back** Guarantee

⚙ **365 Days** Free Update

⚙ **800,000+** Satisfied Customers

QUESTION 1

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

QUESTION 2

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

QUESTION 3

Which one of the following is the BEST description of the purpose of the service operation stage of the service lifecycle?

A. To decide how IT will engage with suppliers during the service lifecycle

B. To proactively prevent all outages to IT services

C. To design and build processes which will meet business needs

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

Correct Answer: D

QUESTION 4

Who is responsible for defining metrics for change management?

A. The change management process owner

B. The change advisory board (CAB)

C. The service owner

D. The continual service improvement manager

Correct Answer: A

QUESTION 5

Which one of the following is NOT a valid purpose or objective of problem management?

A. To prevent problems and resultant incidents

B. To manage problems throughout their lifecycle

C. To restore service to a user

D. To eliminate recurring incidents

Correct Answer: C

QUESTION 6

A process owner has been identified with an "I" in a RACI matrix. Which one of the following would be expected of them?

A. Be accountable for the outcome of an activity

B. Perform an activity

C. Be kept up-to-date on the progress of an activity

D. Manage an activity

Correct Answer: C

QUESTION 7

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 8

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 9

Which stage of the service lifecycle is MOST concerned with defining policies and objectives?

A. Service design

B. Service transition

C. Continual service improvement

D. Service operation

Correct Answer: A

QUESTION 10

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 11

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 12

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

QUESTION 13

Which one of the following generates demand for services?

A. Infrastructure trends

B. Patterns of business activity (PBA)

C. Cost of providing support

D. Service level agreements (SLA)

Correct Answer: B

QUESTION 14

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

QUESTION 15

Which of the following would commonly be found in a contract underpinning an IT service?

1.

Financial arrangements related to the contract

2.

Description of the goods or service provided

3.

Responsibilities and dependencies for both parties

A. 1 and 2 only

B. 1 and 3 only

C. 2 and 3 only

D. All of the above

Correct Answer: D

EX0-101 Study Guide   EX0-101 Exam Questions   EX0-101 Braindumps