



# EX0-001<sup>Q&As</sup>

ITIL Foundation (syllabus 2011)

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### QUESTION 1

Which of the following statements MOST correctly identifies the scope of design coordination activities?

- A. Only changes that introduce new services are included
- B. All changes are mandated to be included
- C. Only changes to business critical systems are included
- D. Any changes that would benefit the organization are included

Correct Answer: D

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### QUESTION 2

Which of the following are valid parts of the service portfolio?

- 1.  
Service pipeline
  - 2.  
Service knowledge management system (SKMS)
  - 3.  
Service catalogue
- A. 1 and 2 only
  - B. 3 only
  - C. 1 and 3 only
  - D. All of the above

Correct Answer: C

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### QUESTION 3

Understanding customer usage of services and how this varies over the Business Lifecycle is part of which process?

- A. Service Portfolio Management
- B. Service Level Management
- C. Component Capacity Management
- D. Demand Management



Correct Answer: D

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#### QUESTION 4

Which process is involved in monitoring an IT service and detecting when the performance drops below acceptable limits?

- A. Service asset and configuration management
- B. Event management
- C. Service catalogue management
- D. Problem management

Correct Answer: B

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#### QUESTION 5

Which one of the following statements about incident reporting and logging is CORRECT?

- A. Incidents can only be reported by users
- B. Incidents can be reported by anyone who detects a disruption or potential disruption to normal service
- C. All calls to the service desk must be logged as incidents
- D. Incidents reported by technical staff must also be logged as problems

Correct Answer: B

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