



EX0-001^{Q&As}

ITIL Foundation (syllabus 2011)

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QUESTION 1

Who has the responsibility for review and risk analysis of all supplies and contracts on a regular basis?

- A. The Service Level Manager
- B. The IT Service Continuity Manager
- C. The Service Catalogue Manager
- D. The Supplier Manager

Correct Answer: D

QUESTION 2

In terms of adding value to the business, which one of the following describes service operation s contribution?

- A. The cost of the service is designed, predicted and validated
- B. Measures for optimization are identified
- C. Service value is modeled
- D. Service value is visible to customers

Correct Answer: D

QUESTION 3

Which of the following is NOT a recognized example of a service provider type within the ITIL framework?

- A. Internal
- B. External
- C. Service desk
- D. Shared services unit

Correct Answer: C

QUESTION 4

Which of the following activities would be performed by a process manager?

1.

Monitoring and reporting on process performance



2.

Identifying improvement opportunities

3.

Appointing people to required roles

A. All of the above

B. 1 and 3 only

C. 1 and 2 only

D. 2 and 3 only

Correct Answer: A

QUESTION 5

Which of the following are types of service defined in ITIL?

1.

Core

2.

Enabling

3.

Special

A. 1 and 3only

B. All of the above

C. 1 and 2 only

D. 2 and 3 only

Correct Answer: C

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