



# EX0-101<sup>Q&As</sup>

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#### QUESTION 1

Which one of the following is NOT an objective of problem management?

- A. Minimizing the impact of incidents that cannot be prevented
- B. Preventing problems and resulting incidents from happening
- C. Eliminating recurring incidents
- D. Restoring normal service operation as quickly as possible

Correct Answer: D

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#### QUESTION 2

What do customer perceptions and business outcomes help to define?

- A. The value of a service
- B. Governance
- C. Total cost of ownership (TCO)
- D. Key performance indicators (KPIs)

Correct Answer: A

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#### QUESTION 3

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

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#### QUESTION 4

Which of the following service desk organizational structures are described in service operation?

1.

Local service desk



2.

Virtual service desk

3.

IT help desk

4.

Follow the sun

A. 1, 2 and 4 only

B. 2, 3 and 4 only

C. 1, 3 and 4 only

D. 1, 2 and 3 only

Correct Answer: A

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#### QUESTION 5

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

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