



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

ITIL Foundation V 3.0 & ITIL Foundation

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### QUESTION 1

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

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### QUESTION 2

Which one of the following would be the MOST useful in helping to define roles and responsibilities in an organizational structure?

- A. RACI model  
B. Incident model  
C. Continual service improvement (CSI) approach  
D. The Deming Cycle

Correct Answer: A

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### QUESTION 3

Which process includes business, service and component sub-processes?

- A. Capacity management  
B. Incident management  
C. Service level management



D. Financial management

Correct Answer: A

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#### QUESTION 4

Which one of the following is NOT a characteristic of a process?

- A. It is measurable
- B. It delivers specific results
- C. It responds to specific events
- D. It structures an organization

Correct Answer: D

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#### QUESTION 5

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

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