



EX0-101^{Q&As}

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QUESTION 1

Which one of the following does service metrics measure?

- A. Functions
- B. Maturity and cost
- C. The end-to-end service
- D. Infrastructure availability

Correct Answer: C

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

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 4

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

QUESTION 5

Which one of the following is an objective of service transition?

A. To negotiate service levels for new services

B. To ensure that service changes create the expected business value

C. To minimize the impact of service outages on day-to-day business activities

D. To plan and manage entries in the service catalogue

Correct Answer: B

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