EX0-001^{Q&As}

ITIL Foundation (syllabus 2011)

Pass EXIN EX0-001 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

https://www.passapply.com/ex0-001.html

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by EXIN
Official Exam Center

Instant Download After Purchase

100% Money Back Guarantee

365 Days Free Update

800,000+ Satisfied Customers

QUESTION 1

Who is responsible for ensuring that the Request Fulfillment process is being performed according to the agreed and documented process?

A. The Service Desk Manager

B. The Service Manager

C. The Request Fulfillment Process Manager

D. The Request Fulfillment Process Owner

Correct Answer: D

QUESTION 2

What is the BEST description of the purpose of the service operation stage of the service lifecycle?

A. To decide how IT will engage with suppliers during the service lifecycle

B. To proactively prevent all outages to IT services

C. To design and build processes that will meet business needs

D. To deliver and manage IT services at agreed levels to business users and customers

Correct Answer: D

QUESTION 3

Which of the following provides the PRIMARY source of guidance on what needs to be protected by information security management?

A. IT management

B. Service desk manager

C. Business management

D. The change manager

Correct Answer: C

QUESTION 4

Which Problem Management activity helps to ensure that the true nature of the problem can be easily traced and meaningful management information can be obtained?

A. Categorization

B. Logging

C. Prioritization

D. Closure

Correct Answer: A

QUESTION 5

Which of the following is not a service desk type recognized in the service operation volume of ITIL?

A. Local

B. Centralized

C. Outsourced

D. Virtual

Correct Answer: C

QUESTION 6

Which process is responsible for providing the rights to use an IT service?

A. Incident management

B. Access management

C. Change management

D. Request fulfillment

Correct Answer: B

QUESTION 7

Which of the following models would be MOST useful in helping to define an organizational structure?

A. RACI model

B. Service Model

C. Continual Service improvement (CSI) model.

D. The Deming Cycle

Correct Answer: A

QUESTION 8

Which of the following questions does the guidance in service strategy help to answer?

1.

 What services should we offer and to whom?

2.

 How do we differentiate ourselves from competing alternatives?

3.

 How do we create value for our customers?

A. 1 only

B. 2 only

C. 3onfy

D. All of the above

Correct Answer: D

QUESTION 9

Which of the following is NOT a benefit of using public frameworks and standards?

A. Knowledge of public frameworks is more likely to be widely distributed

B. They are always free ensuring they can be implemented quickly

C. They are validated across a wide range of environments making them more robust

D. They make collaboration between organizations easier by giving a common language

Correct Answer: B

QUESTION 10

Which of these should a change model include?

1.

 The steps that should be taken to handle the change

2.

 Responsibilities; who should do what, including escalation

3.

 Timescales and thresholds for completion of the actions

4.

 Complaints procedures

A. 1, 2 and 3 only

B. All of the above

C. 1 and 3 only

D. 2 and 4 only

Correct Answer: A

QUESTION 11

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

QUESTION 12

The consideration of business outcomes and value creation are principles of which part of the Service Lifecycle?

A. Continual Service Improvement

B. Service Strategy

C. Service Design

D. Service Transition

Correct Answer: B

QUESTION 13

Which role is accountable for the operational management of a process?

A. Process practitioner

B. Process manager

C. Service manager

D. Change manager

Correct Answer: B

QUESTION 14

Which of the following is NOT an objective of service transition?

A. To ensure that a service can be operated, managed and supported

B. To provide training and certification in project management

C. To provide quality knowledge and information about services and service assets

D. To plan and manage the capacity and resource requirements to manage a release

Correct Answer: B

QUESTION 15

What would you call the groups of people who have an interest in the activities, targets, resources and deliverables from service management?

A. Employers

B. Stakeholders

C. Regulators

D. Accreditors

Correct Answer: B

EX0-001 PDF Dumps   EX0-001 Practice Test   EX0-001 Exam Questions