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Practice Exam: EX0-101

Exam Number/Code: EX0-101

Exam Name: ITIL Foundation v.3

Questions and Answers: 159 Q&As

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Exam : EXIN EX0-101

Title : ITIL Foundation v.3 Certification

1. What is the BEST description of the purpose of Service Operation?
- A. To decide how IT will engage with suppliers during the Service Management 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

Answer: D

2. Which of the following statements is CORRECT for every process?

- 1. It delivers its primary results to a customer or stakeholder
- 2. It defines activities that are executed by a single function

- A. Both of the above
- B. 1 only
- C. Neither of the above
- D. 2 only

Answer: B

3. Why are public frameworks, such as ITIL, attractive when compared to proprietary knowledge?

- A. Proprietary Knowledge may be difficult to adopt, replicate or transfer since it is often undocumented
- B. Public standards are always cheaper to adopt
- C. Public frameworks are prescriptive and tell you exactly what to do
- D. Proprietary knowledge has been tested in a wide range of environments

Answer: A

4. Which of the following is NOT a purpose of Service Transition?
- A. To ensure that a service can be managed, operated and supported
 - B. To provide training and certification in project management
 - C. To provide quality knowledge of Change, Release and Deployment Management
 - D. To plan and manage the capacity and resource requirements to manage a release

Answer: B

5. Event Management, Problem Management, Access Management and Request Fulfilment are part of which stage of the Service Lifecycle?

- A. Service Strategy
- B. Service Transition
- C. Service Operation
- D. Continual Service Improvement

Answer: C

6. A single Release unit, or a structured set of Release units can be defined within:

- A. The RACI Model
- B. A Release Package
- C. A Request Model
- D. The Plan, Do, Check, Act (PDCA) cycle

Answer: B

7. "Service Management is a set of specialized organizational capabilities for providing value to customers in the form of services".

These specialized organizational capabilities include which of the following?

- A. Applications and Infrastructure
- B. Functions and Processes
- C. Service Pipeline and Service Catalogue
- D. Markets and Customers

Answer: B

8. Which of the following is the BEST definition of the term Service Management?

- A. A set of specialized organizational capabilities for providing value to customers in the form of services
- B. A group of interacting, interrelated, or independent components that form a unified whole, operating together for a common purpose
- C. The management of functions within an organization to perform certain activities
- D. Units of organizations with roles to perform certain activities

Answer: A

9. What is a RACI model used for?

- A. Performance analysis
- B. Recording Configuration Items
- C. Monitoring services
- D. Defining roles and responsibilities

Answer: D

10. Which of the following is an objective of Release and Deployment Management?

- A. To standardize methods and procedures used for efficient and prompt handling of all changes
- B. To ensure all changes to Service Assets and Configuration Items (CIs) are recorded in the Configuration Management System (CMS)
- C. To ensure that overall business risk of change is optimized
- D. To define and agree release and deployment plans with customers and stakeholders

Answer: D

11. When can a Known Error record be raised?

1. At any time it would be useful to do so
 2. After the permanent solution has been implemented
- A. 2 only
B. 1 only
C. Neither of the above
D. Both of the above

Answer: B

12. In which document would you expect to see an overview of actual service achievements against targets?

- A. Operational Level Agreement (OLA)
B. Capacity Plan
C. Service Level Agreement (SLA)
D. SLA Monitoring Chart (SLAM)

Answer: D

13. Reliability is a measure of:

- A. The availability of a service or component
B. The level of risk that could impact a service or process
C. How long a service or component can perform its function without failing
D. A measure of how quickly a service or component can be restored to normal working

Answer: C

14. What are the three types of metrics that an organization should collect to support Continual Service Improvement (CSI)?

- A. Return On Investment (ROI), Value On Investment (VOI), quality
B. Strategic, tactical and operational
C. Critical Success Factors (CSFs), Key Performance Indicators (KPIs), activities
D. Technology, process and service

Answer: D

15. Which of the following is NOT a characteristic of a process?

- A. It is measurable
B. Delivers specific results
C. Responds to specific events
D. A method of structuring an organization

Answer: D

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