Exam Number/Code :   EX0-101

Exam Name: ITIL Foundation v.3

Version :   Demo

1. Which of the following do Service Metrics measure?

A. Processes and functions

B. Maturity and cost

C. The end to end service

D. Infrastructure availability

Answer: C

2. Which of the following BEST describes a Service Request?

A. A request from a User for information, advice or for a Standard Change

B. Anything that the customer wants and is prepared to pay for

C. Any request or demand that is entered by a user via a Self-Help web-based interface

D. Any Request for Change (RFC) that is low risk and can be approved by the Change Manager without a Change Advisory Board (CAB) meeting

Answer: A

3. Which of the following does the Availability Management process include?

1 Ensuring services are able to meet availability targets

2 Monitoring and reporting actual availability

3 Improvement activities, to ensure that services continue to meet or exceed their availability goals

A. 2 and 3 only

B. All of the above

C. 1 and 2 only

D. 1 and 3 only

Answer: B

4. What are Request Models used for?

A. Assessing changes to understand their potential impact

B. Modelling arrival rates and performance characteristics of service requests

C. Comparing the advantages and disadvantages of different Service Desk approaches such as local or remote

D. Defining how common types of service requests should be processed

Answer: D

5. Which of the following is NOT the responsibility of Service Catalogue Management?

A. Ensuring that information in the Service Catalogue is accurate

B. Ensuring that information within the Service Pipeline is accurate

C. Ensuring that information in the Service Catalogue is consistent with information in the Service Portfolio

D. Ensuring that all operational services are recorded in the Service Catalogue

Answer: B

6. Which statement should NOT be part of the value proposition for Service Design?

A. Reduced Total Cost of Ownership

B. Improved quality of service

C. Improved Service alignment with business goals

D. Better balance of technical skills to support live services

Answer: D

7. Which of the following is NOT an objective of the Operations Management function?

A. Swift application of skills to diagnose any IT Operations failures that occur

B. Delivering improvements to achieve reduced costs

C. First line Incident investigation and diagnosis logged by users

D. Maintenance of status quo to achieve stability of day to day processes and activities

Answer: C

8. What body exists to support the authorisation of changes and to assist Change Management in the assessment and prioritization of changes?

A. The Change Authorisation Board

B. The Change Advisory Board

C. The Change Implementer

D. The Change Manager

Answer: B

9. 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

10. "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

11. Which of the following is NOT a characteristic of a process?
A. Is measurable
B. Delivers specific results
C. Responds to specific events
D. Structures an organization

Answer: D

12. 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

13. What are the publications that provide guidance specific to industry sectors and organization types known as?
A. The Service Strategy and Service Transition books
B. The ITIL Complementary Guidance
C. The Service Support and Service Delivery books
D. Pocket Guides

Answer: B

14. 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

15. 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