



**Vendor: Exin**

**Exam Code: EX0-101**

**Exam Name: ITIL Foundation v.3**

**Version: Demo**

**QUESTION 1**

Which one of the following is the BEST description of 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 which can be approved by the change manager without a change advisory board (CAB) meeting

**Correct Answer:** A

**QUESTION 2**

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

**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 process is involved in monitoring an IT service and detecting when the performance drops below acceptable limits?

- A. Service asset and configuration management
- B. Event management
- C. Service catalogue management
- D. Problem management

**Correct Answer:** B

**QUESTION 5**

Which one of the following do major incidents require?

- A. Separate procedures
- B. Less urgency
- C. Longer timescales

D. Less documentation

**Correct Answer:** A

**QUESTION 6**

Consider the following list:

1. Change authority
2. Change manager
3. Change advisory board (CAB)

Which one of the following is the BEST description of the items above?

- A. Job descriptions
- B. Functions
- C. Teams
- D. Roles, people or groups

**Correct Answer:** D

**QUESTION 7**

Which one of the following contains information that is passed to service transition to enable the implementation of a new service?

- A. A service option
- B. A service transition package (STP)
- C. A service design package (SDP)
- D. A service charter

**Correct Answer:** C

**QUESTION 8**

Which one of the following is the purpose of service level management?

- A. To carry out the service operations activities needed to support current IT services.
- B. To ensure that sufficient capacity is provided to deliver the agreed performance of services.
- C. To create and populate a service catalogue.
- D. To ensure that an agreed level of IT service is provided for all current IT services.

**Correct Answer:** D

**QUESTION 9**

Which one of the following is the BEST description of a relationship in service asset and configuration management?

- A. Describes the topography of the hardware.
- B. Describes how the configuration items (CIs) work together to deliver the services.
- C. Defines which software should be installed on a particular piece of hardware.
- D. Defines how version numbers should be used in a release.

**Correct Answer:** B

**QUESTION 10**

Which one of the following can help determine the level of impact of a problem?

- A. Definitive media library (DML)
- B. Configuration management system (CMS)
- C. Statement of requirements (SOR)
- D. Standard operating procedures (SOP)

**Correct Answer:** B

**QUESTION 11**

Which one of the following is the BEST description of a service level agreement (SLA)?

- A. The part of a contract that specifies the responsibilities of each party.
- B. An agreement between the service provider and an internal organization.
- C. An agreement between a service provider and an external supplier.
- D. An agreement between the service provider and their customer.

**Correct Answer:** D

**QUESTION 12**

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 13**

In terms of adding value to the business, which one of the following describes service operation s contribution?

- A. The cost of the service is designed, predicted and validated.
- B. Measures for optimization are identified.
- C. Service value is modeled.
- D. Service value is visible to customers.

**Correct Answer:** D

**QUESTION 14**

Which one of the following are the two primary elements that create value for customers?

- A. Value on investment (VOI) and return on investment (ROI)

- B. Customer and user satisfaction
- C. Service requirements and warranty
- D. Resources and capabilities

**Correct Answer:** D

**QUESTION 15**

Which of the following are the MAIN objectives of incident management?

- 1. To automatically detect service-affecting events
  - 2. To restore normal service operation as quickly as possible
  - 3. To minimize adverse impacts on business operations
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- A. 1 and 2 only
  - B. 2 and 3 only C
  - C. 1 and 3 only
  - D. All of the above

**Correct Answer:** B

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