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Exam : **EX0-101**

Title : ITIL Foundation V 3.0 & ITIL Foundation

Version : DEMO

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

Answer: A

2.Which process includes business, service and component sub-processes?

A. Capacity management

B. Incident management

C. Service level management

D. Financial management

Answer: A

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

Answer: A

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

Answer: B

5.Which one of the following do major incidents require?

A. Separate procedures

B. Less urgency

C. Longer timescales

D. Less documentation

Answer: A

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

Answer: D

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

Answer: C

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

Answer: D

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

Answer: B

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)

Answer: B