

## EX0-001<sup>Q&As</sup>

ITIL Foundation (syllabus 2011)

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**QUESTION 1**

Which of the following statements correctly states the relationship between urgency, priority and impact?

- A. Impact, priority and urgency are independent of each other
- B. Urgency should be based on impact and priority
- C. Impact should be based on urgency and priority
- D. Priority should be based on impact and urgency

Correct Answer: D

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**QUESTION 2**

Which of the following are types of service defined in ITIL?

- 1.  
Enabling
- 2.  
Core
- 3.  
Enhancing
- 4.  
Computer

- A. 1, 3 and 4 only
- B. 2, 3 and 4 only
- C. 1, 2 and 4 only
- D. 1, 2 and 3 only

Correct Answer: D

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**QUESTION 3**

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

Correct Answer: B

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#### QUESTION 4

Which of the following activities is NOT a part of the Deming Cycle?

A. Act

B. Plan

C. Do

D. Co-ordinate

Correct Answer: D

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#### QUESTION 5

Which of the following could BEST be described as "A decision support and planning tool that projects the likely consequences of a business action"?

A. A Problem model

B. A Service Improvement Plan (SIP)

C. A Request for Change (RFC)

D. A Business Case

Correct Answer: D

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