

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

ITIL Foundation (syllabus 2011)

### Pass EXIN EX0-001 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.leads4pass.com/ex0-001.html>

100% Passing Guarantee  
100% Money Back Assurance

Following Questions and Answers are all new published by EXIN  
Official Exam Center

-  **Instant Download** After Purchase
-  **100% Money Back** Guarantee
-  **365 Days** Free Update
-  **800,000+** Satisfied Customers



## QUESTION 1

Major Incidents require:

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

Correct Answer: D

---

## QUESTION 2

Which one of the following is an objective of service catalogue management?

- A. Negotiating and agreeing service level agreement
- B. Negotiating and agreeing operational level agreements
- C. Ensuring that the service catalogue is made available to those approved to access it
- D. Only ensuring that adequate technical resources are available

Correct Answer: C

---

## QUESTION 3

Which stage of the service lifecycle is MOST concerned with defining policies and objectives?

- A. Service design
- B. Service transition
- C. Continual service improvement
- D. Service operation

Correct Answer: A

---

## QUESTION 4

Service Design emphasizes the importance of the 'Four Ps'. Which of the following is a correct list of these 'Four Ps'?

- A. People, Products, Partners, Profit

B. People, Process, Products, Partners

C. Potential, Preparation, Performance, Profit

D. People, Potential, Products, Performance

Correct Answer: B

---

## QUESTION 5

In Service Operation, if too much emphasis is placed on 'Stability', what might the likely outcome be in terms of responsiveness to customer needs?

A. Customers needs will be met more easily because of the improved stability of the services with fewer failures to disrupt timely delivery

B. From the information given, it is not possible to comment regarding the impact on responsiveness of over-emphasis on stability

C. There is only likely to be a positive outcome from improved stability - the customers must be made fully aware of this and their expectations regarding responsiveness must be managed

D. It is possible that responsiveness may suffer and customers needs may not be met within business timescales

Correct Answer: D

[Latest EX0-001 Dumps](#)

[EX0-001 VCE Dumps](#)

[EX0-001 Practice Test](#)