



EX0-001^{Q&As}

ITIL Foundation (syllabus 2011)

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QUESTION 1

A configuration model can be used to help 1) Assess the impact and cause of incidents and problems 2) Assess the impact of proposed changes 3) Plan and design new or changed services 4) Plan technology refresh and software upgrades

- A. 1, 2 and 3 only
- B. All of the above
- C. 1, 2 and 4 only
- D. 3 and 4 only

Correct Answer: B

QUESTION 2

Which of the following BEST describes service strategies value to the business?

- A. Allows higher volumes of successful change
- B. Reduction in unplanned costs through optimized handling of service outages
- C. Reduction in the duration and frequency of service outages
- D. Enabling the service provider to have a clear understanding of what levels of service will make their customers successful

Correct Answer: D

QUESTION 3

The addition, modification or removal of an authorized, planned or supported service or service component and its associated documentation is a definition of what?

- A. A change
- B. A change model
- C. A change request
- D. A change advisory board

Correct Answer: A

QUESTION 4

Which of the following are classed as stakeholders in service management?



1.
Customers
 2.
Users
 3.
Suppliers
- A. All of the above
B. 1 and 3 only
C. 1 and 2 only
D. 2 and 3 only

Correct Answer: A

QUESTION 5

Identify the input to the Problem Management process.

- A. Request for Change
B. Problem Resolution
C. Incident Records
D. New Known Errors

Correct Answer: C

QUESTION 6

In which core ITIL publication can you find detailed descriptions of service catalogue management, information security management, and supplier management?

- A. Service strategy
B. Service design
C. Service transition
D. Service operation

Correct Answer: B



QUESTION 7

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

Service Request (Service Operation) A request from a User for information or advice, or for a Standard Change or for Access to an IT Service. For example to reset a password, or to provide standard IT Services for a new User. Service Requests are usually handled by a Service Desk, and do not require an RFC to be submitted. See also Request Fulfillment.

QUESTION 8

The BEST description of the guidance provided by Service Design is?

- A. The design and development of new services
- B. The design and development of service improvements
- C. The design and development of services and service management processes
- D. The day-to-day operation and support of services

Correct Answer: C

QUESTION 9

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 10



Which process is responsible for the availability, confidentiality and integrity of data?

- A. Service catalogue management
- B. Service asset and configuration management
- C. Change management
- D. Information security management

Correct Answer: D

QUESTION 11

Which Function would provide staff to monitor events in an Operations Bridge?

- A. Applications Management
- B. Service Desk
- C. Technical Management
- D. IT Operations Management

Correct Answer: C

QUESTION 12

Who is responsible for ensuring that the Request Fulfillment process is being performed according to the agreed and documented process?

- A. The Request Fulfillment Process Manager
- B. The Request Fulfillment Process Owner
- C. The Service Manager
- D. The Service Desk Manager

Correct Answer: B

QUESTION 13

Which of the following is NOT a responsibility of service transition?

- A. To ensure that a service can be managed, operated and supported within constraints specified by design
- B. To design and develop capabilities for service management
- C. To provide quality knowledge of change and release and deployment management



D. To plan the resource requirements to manage a release

Correct Answer: B

QUESTION 14

How does Problem Management work with Change Management?

- A. By installing changes to fix problems
- B. By negotiating with Incident Management for changes in IT for Problem resolution
- C. By issuing RFCs for permanent solutions
- D. By working with users to change their IT configurations

Correct Answer: C

QUESTION 15

Which one of the following provides the CORRECT list of processes within the service operation stage of the service lifecycle?

- A. Event management, incident management, problem management, request fulfillment, and access management
- B. Event management, incident management, change management, and access management
- C. Incident management, problem management, service desk, request fulfillment, and event management
- D. Incident management, service desk, request fulfillment, access management, and event management

Correct Answer: A

QUESTION 16

Customer perceptions and business outcomes help to define what?

- A. The value of a service
- B. Governance
- C. Total cost of ownership (TCO)
- D. Key performance indicators (KPIs)

Correct Answer: A

QUESTION 17



There are four types of metrics that can be used to measure the capability and performance of processes. Which of the four metrics is missing from the list below?

1.

Progress

2.

Effectiveness

3.

Efficiency

4.

?

A. Cost

B. Conformance

C. Compliance

D. Capacity

Correct Answer: C

QUESTION 18

Which process would be used to compare the value that newer services have offered over those they have replaced?

A. Availability management

B. Capacity management

C. Service portfolio management

D. Service catalogue management

Correct Answer: C

QUESTION 19

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

1.

Core

2.



Enabling

3.

Special

A. 1 and 3 only

B. All of the above

C. 1 and 2 only

D. 2 and 3 only

Correct Answer: C

QUESTION 20

Which of the following processes are performed by the service desk?

1.

Capacity management

2.

Request fulfillment

3.

Demand management

4.

Incident management

A. All of the above

B. 3 and 4 only

C. 2 and 4 only

D. 2 only

Correct Answer: C

QUESTION 21

Which one of the following do technology metrics measure?

A. Components

B. Processes



- C. The end-to-end service
- D. Customer satisfaction

Correct Answer: A

QUESTION 22

Which Problem Management activity helps to ensure that the true nature of the problem can be easily traced and meaningful management information can be obtained?

- A. Categorization
- B. Logging
- C. Prioritization
- D. Closure

Correct Answer: A

QUESTION 23

Remediation planning is BEST described in which of the following ways?

- A. Planning how to recover the cost of a change
- B. Planning the steps required to be taken if a change is unsuccessful
- C. Planning how to compensate a user for a failed change
- D. Planning how to advise the change requestor of a failed change

Correct Answer: B

QUESTION 24

Which of the following do Technology metrics measure?

- A. Components
- B. Processes
- C. The end to end service
- D. Customer satisfaction

Correct Answer: A



QUESTION 25

Which of the following are objectives of Service Design?

- 1) Design Services to satisfy business objectives.
- 2) Identify and manage risk.
- 3) Design effective and efficient processes
- 4) Design a secure and resilient IT infrastructure.

- A. 1 Only
B. 2 and 3 only.
C. 1, 2 and 4 only.
D. All of the above

Correct Answer: D

QUESTION 26

Which of these should a change model include?

1.
The steps that should be taken to handle the change
2.
Responsibilities; who should do what, including escalation
3.
Timescales and thresholds for completion of the actions
4.
Complaints procedures

- A. 1, 2 and 3 only
B. All of the above
C. 1 and 3 only
D. 2 and 4 only

Correct Answer: A

QUESTION 27



Which of the following statements is CORRECT?

- A. IT Service Continuity Management can only take place once Business Continuity Management has been established
- B. Where Business Continuity Management is established, business continuity considerations should form the focus for IT Service Continuity Management
- C. Business Continuity Management and IT Service Continuity Management must be established at the same time
- D. IT Service Continuity Management is not required when IT is outsourced to a third party provider

Correct Answer: B

QUESTION 28

Which of the following is concerned with fairness and transparency?

- A. Capacity management
- B. Governance
- C. Service design
- D. Service level management

Correct Answer: B

QUESTION 29

Which one of the following is concerned with policy and direction?

- A. Capacity management
- B. Governance
- C. Service design
- D. Service level management

Correct Answer: B

QUESTION 30

Where would you expect incident resolution targets to be documented?

- A. A service level agreement (SLA)
- B. A request for change (RFC)
- C. The service portfolio



D. A service description

Correct Answer: A

QUESTION 31

In which document would you expect to see an overview of actual service achievements against targets?

- A. Operational level agreement (OLA)
- B. Capacity plan
- C. Service level agreement (SLA)
- D. SLA monitoring chart (SLAM)

Correct Answer: D

QUESTION 32

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. Regular scrutiny and improvements to achieve improved service at 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

Correct Answer: C

QUESTION 33

The BEST processes to automate are those that are:

- A. Carried out by Service Operations
- B. Carried out by lots of people
- C. Critical to the success of the business mission
- D. Simple and well understood

Correct Answer: D

QUESTION 34

Which of the following is the BEST reason for categorizing incidents?



- A. To establish trends for use in problem management and other IT service management (ITSM) activities
- B. To ensure service levels are met and breaches of agreements are avoided
- C. To enable the incident management database to be partitioned for greater efficiency
- D. To identify whether the user is entitled to log an incident for this particular service

Correct Answer: A

QUESTION 35

Which one of the following would NOT involve event management?

- A. Intrusion detection
- B. Recording and monitoring environmental conditions in the data centre
- C. Recording service desk staff absence
- D. Monitoring the status of configuration items

Correct Answer: C

Reference: http://wiki.en.it-processmaps.com/index.php/Event_Management

QUESTION 36

Who owns the specific costs and risks associated with providing a service?

- A. The Service Provider
- B. The Service Level Manager
- C. The Customer
- D. The Finance department

Correct Answer: A

QUESTION 37

Which one of the following functions would be responsible for the management of a data centre?

- A. Technical management
- B. Service desk
- C. Application management
- D. Facilities management



Correct Answer: D

QUESTION 38

To add value to the business, what are the four reasons to monitor and measure?

- A. Validate; Direct; Justify; Improve
- B. Evaluate; Diagnose; Justify; Intervene
- C. Validate; Direct; Justify; Intervene
- D. Evaluate; Direct; Justify; Improve

Correct Answer: C

QUESTION 39

Which stage of the Service Lifecycle is MOST concerned with defining policies and objectives?

- A. Service Design
- B. Service Transition
- C. Service Strategy
- D. Service Operation

Correct Answer: C

QUESTION 40

Which of the following is service transition planning and support NOT responsible for?

- A. Prioritizing conflicts for service transition resources
- B. Coordinating the efforts required to manage multiple simultaneous transitions
- C. Maintaining policies, standards and models for service transition activities and processes
- D. Detailed planning of the build and test of individual changes

Correct Answer: D

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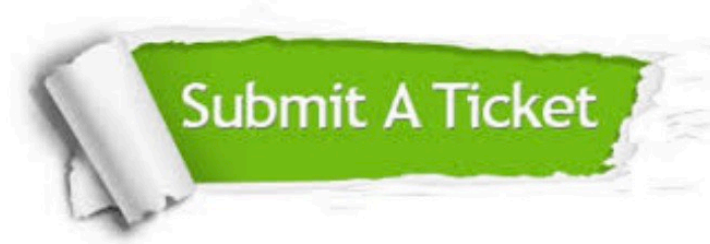
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