

## EX0-101 braindumps

### EXIN,Inc EXIN Inc Certification

#### EX0-101: ITIL Foundation v.3

**Practice Exam:** EX0-101 Exams

**Exam Number/Code:** EX0-101

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

**Questions and Answers:** 159 Q&As

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Exam : EXIN EX0-101

Title : ITIL Foundation v.3 Certification

1. What is a RACI model used for?

- A. Performance analysis
- B. Recording Configuration Items
- C. Monitoring services
- D. Defining roles and responsibilities

Answer: D

2. What is the BEST description of the purpose of Service Operation?

- A. To decide how IT will engage with suppliers during the Service Management 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

Answer: D

3. "Service Management is a set of specialized organizational capabilities for providing value to customers in the form of services".

These specialized organizational capabilities include which of the following?

- A. Applications and Infrastructure
- B. Functions and Processes
- C. Service Pipeline and Service Catalogue
- D. Markets and Customers

Answer: B

4. Which of the following is an objective of Release and Deployment Management?

- A. To standardize methods and procedures used for efficient and prompt handling of all changes
- B. To ensure all changes to Service Assets and Configuration Items (CIs) are recorded in the Configuration Management System (CMS)
- C. To ensure that overall business risk of change is optimized
- D. To define and agree release and deployment plans with customers and stakeholders

Answer: D

5. 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

Answer: B

6. Event Management, Problem Management, Access Management and Request Fulfilment are part of which stage of the Service Lifecycle?

- A. Service Strategy
- B. Service Transition
- C. Service Operation
- D. Continual Service Improvement

Answer: C

7. Why are public frameworks, such as ITIL, attractive when compared to proprietary knowledge?

- A. Proprietary Knowledge may be difficult to adopt, replicate or transfer since it is often undocumented
- B. Public standards are always cheaper to adopt
- C. Public frameworks are prescriptive and tell you exactly what to do
- D. Proprietary knowledge has been tested in a wide range of environments

Answer: A

8. 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)

Answer: D

9. Which of the following is NOT a purpose of Service Transition?

- A. To ensure that a service can be managed, operated and supported
- B. To provide training and certification in project management
- C. To provide quality knowledge of Change, Release and Deployment Management
- D. To plan and manage the capacity and resource requirements to manage a release

Answer: B

10. When can a Known Error record be raised?

- 1. At any time it would be useful to do so
  - 2. After the permanent solution has been implemented
- A. 2 only
  - B. 1 only
  - C. Neither of the above
  - D. Both of the above

Answer: B

11. Which of the following statements is CORRECT for every process?

- 1. It delivers its primary results to a customer or stakeholder
  - 2. It defines activities that are executed by a single function
- A. Both of the above
  - B. 1 only
  - C. Neither of the above
  - D. 2 only

Answer: B

12. Which of the following is NOT a characteristic of a process?

- A. It is measurable
- B. Delivers specific results
- C. Responds to specific events

D. A method of structuring an organization

Answer: D

13. Which of the following is the BEST definition of the term Service Management?

A. A set of specialized organizational capabilities for providing value to customers in the form of services

B. A group of interacting, interrelated, or independent components that form a unified whole, operating together for a common purpose

C. The management of functions within an organization to perform certain activities

D. Units of organizations with roles to perform certain activities

Answer: A

14. What are the three types of metrics that an organization should collect to support Continual Service Improvement (CSI)?

A. Return On Investment (ROI), Value On Investment (VOI), quality

B. Strategic, tactical and operational

C. Critical Success Factors (CSFs), Key Performance Indicators (KPIs), activities

D. Technology, process and service

Answer: D

15. Reliability is a measure of:

A. The availability of a service or component

B. The level of risk that could impact a service or process

C. How long a service or component can perform its function without failing

D. A measure of how quickly a service or component can be restored to normal working

Answer: C

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