

**Exin EX0-101**

**ITIL Foundation V 3.0 & ITIL Foundation**

**Version: 8.1**

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**Topic 1, Volume A****QUESTION NO: 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**

**Explanation:**

**QUESTION NO: 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**

**Explanation:**

**QUESTION NO: 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**

**Explanation:**

**QUESTION NO: 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**

**Explanation:**

**QUESTION NO: 5**

Which one of the following do major incidents require?

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

**Answer: A**

**Explanation:**

**QUESTION NO: 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**

**Explanation:**

#### **QUESTION NO: 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**

**Explanation:**

#### **QUESTION NO: 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**

**Explanation:**

#### **QUESTION NO: 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**

**Explanation:**

#### **QUESTION NO: 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**

**Explanation:**

#### **QUESTION NO: 11**

Which one of the following is the BEST description of a service level agreement (SLA)?

- A. The part of a contract that specifies the responsibilities of each party
- B. An agreement between the service provider and an internal organization
- C. An agreement between a service provider and an external supplier
- D. An agreement between the service provider and their customer

**Answer: D**

**Explanation:**

#### **QUESTION NO: 12**

What is the BEST description of the purpose of the service operation stage of the service lifecycle?

- A. To decide how IT will engage with suppliers during the service 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**

**Explanation:**

### **QUESTION NO: 13**

In terms of adding value to the business, which one of the following describes service operation s contribution?

- A. The cost of the service is designed, predicted and validated
- B. Measures for optimization are identified
- C. Service value is modeled
- D. Service value is visible to customers

**Answer: D**

**Explanation:**

### **QUESTION NO: 14**

Which one of the following are the two primary elements that create value for customers?

- A. Value on investment (VOI) and return on investment (ROI)
- B. Customer and user satisfaction
- C. Service requirements and warranty
- D. Resources and capabilities

**Answer: D**

**Explanation:**

### **QUESTION NO: 15**

Which of the following are the MAIN objectives of incident management?

1. To automatically detect service-affecting events
2. To restore normal service operation as quickly as possible