



Exam : EX0-101

Title : ITIL Foundation v.3

Ver : 01.16.08

QUESTION 1

Which of the following statements is CORRECT?

1. The only phase of the Service Management Lifecycle where value can be measured is Service Operation
2. All of the phases of the lifecycle are concerned with the value of IT services

- A. 1 only
- B. 2 only
- C. Both of the above
- D. Neither of the above

Answer: B

QUESTION 2

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

QUESTION 3

Which of the following is NOT one of the five individual aspects of Service Design?

- A. The design of the Service Portfolio, including the Service Catalogue
- B. The design of new or changed services
- C. The design of Market Spaces
- D. The design of the technology architecture and management systems

Answer: C

QUESTION 4

Which of the following is NOT the responsibility of the Service Catalogue Manager?

- A. Ensuring that information in the Service Catalogue is accurate
- B. Ensuring that information within the Service Pipeline is accurate
- C. Ensuring that information in the Service Catalogue is consistent with information in the Service Portfolio
- D. Ensuring that all operational services are recorded in the Service Catalogue

Answer: B

QUESTION 5

Which of the following statements is CORRECT?

- A. The Configuration Management System (CMS) is part of the Known Error Data Base (KEDB)
- B. The Service Knowledge Management System (SKMS) is part of the CMS
- C. The KEDB and the CMS form part of the larger SKMS
- D. The CMS is part of the Configuration Management Data Base (CMDB)

Answer: C

QUESTION 6

Which of the following questions does Service Strategy help answer with its guidance?

1. How do we prioritize investments across a portfolio?
2. What services to offer and to whom?
3. What are the Patterns of Business Activity (PBA)?

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

Answer: D

QUESTION 7

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

QUESTION 8

Which of the following statements about processes is INCORRECT?

- A. A process may define policies, standards and guidelines
- B. The definition of Process Control is "The activity of planning and regulating a process, with the objective of achieving Best Practice"
- C. The objective of any IT process should be expressed in terms of business benefits and goals
- D. The output from a process has to conform to operational norms derived from business objectives

Answer: B

QUESTION 9

What is a RACI model used for?

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

Answer: D

QUESTION 10

The group that authorizes changes that must be installed faster than the normal process is called the?

- A. CAB Emergency Committee (CAB/EC)
- B. Emergency CAB (ECAB)
- C. Urgent Change Board (UCB)
- D. Urgent Change Authority (UCA)

Answer: B

QUESTION 11

Contracts relating to an outsourced Data Centre would be managed by?

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

Answer: D

QUESTION 12

Which Service Design process makes the most use of data supplied by Demand Management?

- A. Service Catalogue Management
- B. Service Level Management
- C. IT Service Continuity Management
- D. Capacity Management

Answer: D

QUESTION 13

Which of the following CANNOT be stored and managed by a tool?

- A. Knowledge
- B. Information

- C. Wisdom
- D. Data

Answer: C

QUESTION 14

The BEST description of the purpose of Service Operation is?

- 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 support IT Services at agreed levels to business users and customers

Answer: D

QUESTION 15

In which core publication can you find detailed descriptions of Service Level Management, Availability Management, Supplier Management and IT Service Continuity Management?

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

Answer: B

QUESTION 16

Which of the following sentences BEST describes a Standard Change?

- A. A change to the service provider's established policies and guidelines
- B. A change that correctly follows the required change process
- C. A pre-authorized change that has an accepted and established procedure
- D. A change that is made as the result of an audit

Answer: C

QUESTION 17

Which process is responsible for discussing reports with customers showing whether services have met their targets?

- A. Continual Service Improvement
- B. Business Relationship Management
- C. Service Level Management
- D. Availability Management

Answer: C

QUESTION 18

What are the three Service Provider business models?

- A. Internal Service provider, Outsourced 3rd party and Off-shore party
- B. Internal Service Operations provider, External Service Operations provider, Shared Service Unit
- C. Internal Service provider, External Service provider, Outsourced 3rd Party
- D. Internal Service provider, External Service provider, Shared Service Provider

Answer: D

QUESTION 19

Exhibit:

1. Service Portfolio design	A. Service Transition
2. Value Creation through Service	B. Service Strategy
3. The Service V model	C. Service Design
4. Plan Do Check Act model	D. Continual Service Improvement

Which is the correct combination of Service Management terms across the Lifecycle?

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

Answer: C

QUESTION 20

Application Management plays a role in all applications. One of the key decisions to which they contribute is?

- A. Where the vendor of an application is located
- B. Whether to buy an application or build it
- C. Who the vendor of the storage devices will be
- D. Should application development be outsourced

Answer: B

QUESTION 21

How many times should each stage of the Plan, Do, Check, Act (PDCA) cycle be visited?

- A. There should be a single Plan and Do, then Check and Act should be carried out multiple times to implement Continual Improvement
- B. Each stage should be carried out once in the order Plan-Do-Check-Act
- C. The entire cycle should be repeated multiple times to implement Continual Improvement
- D. There should be a single Plan, then the Do-Check-Act cycle should be repeated multiple times to implement Continual Improvement

Answer: C

QUESTION 22

Which is the first step in the 7 Step Improvement Process?

- A. Prepare for action
- B. Define what you should measure
- C. Where are we now?
- D. Identify gaps in Service Level Agreement (SLA) achievement

Answer: B

QUESTION 23

Which of the following is NOT a valid objective of Request Fulfillment?

- A. To provide information to users about what services are available and how to request them
- B. To update the Service Catalogue with services that may be requested through the Service Desk
- C. To provide a channel for users to request and receive standard services
- D. To source and deliver the components of standard services that have been requested

Answer: B

QUESTION 24

What is the definition of an Alert?

- A. An audit report that indicates areas where IT is not performing according to agreed procedures
- B. A type of Incident
- C. An error message to the user of an application
- D. A warning that a threshold has been reached or that something has changed

Answer: D

QUESTION 25

In many organizations the role of Incident Manager is assigned to the Service Desk. It is important that the Incident Manager is given the authority to:

- A. Only manage Incidents effectively through the 1st line
- B. Manage Incidents effectively through 1st, 2nd and 3rd line
- C. Only manage Incidents effectively through 1st and 2nd line
- D. Only manage Incidents effectively at the 3rd line

Answer: B

QUESTION 26

Which of the following is NOT part of the Service Design phase of the Service Lifecycle?

- A. Produce and maintain all necessary Service Transition packages
- B. Produce quality, secure and resilient designs for new or improved services, technology architecture, processes or measurement systems that meet all the agreed current and future IT requirements of the organization
- C. Take the overall Service Strategies and ensure they are reflected in the Service Design process and the service designs that are produced
- D. Measuring the effectiveness and efficiency of Service Design and the supporting processes

Answer: A

QUESTION 27

Which process is responsible for frequently occurring changes where risk and cost are low?

- A. Access management
- B. Incident Management
- C. Release and Deployment Management
- D. Request fulfillment

Answer: D

QUESTION 28

Staff in an IT department are experts in managing specific technology, but none of them know what services are offered to the business. What imbalance does this represent?

- A. Extreme focus on responsiveness
- B. Extreme focus on cost
- C. Vendor focused
- D. Extreme internal focus

Answer: D

QUESTION 29

Which of these statements about Service Desk staff is CORRECT?

- A. The Service Desk should try to have a high level of staff turnover as the training requirements are low and this helps to minimize salaries
- B. Service Desk staff should be discouraged from applying for other roles as it is more cost effective to keep them in the role where they have been trained
- C. The Service Desk can often be used as a stepping stone for staff to move into other more technical or supervisory roles
- D. Service Desk staff should be recruited from people who have high levels of technical skill to minimize the cost of training them

Answer: C

QUESTION 30

Effective release and deployment management enables the service provider to add value to the business by?

- A. Delivering change, faster and at optimum cost and minimized risk
- B. Ensuring that all assets are accounted for
- C. Verifying the accuracy of all items in the configuration management database
- D. Ensures that the fastest servers are purchased

Answer: A

QUESTION 31

Which role would you MOST expect to be involved in the management of Underpinning Contracts?

- A. Process Manager
- B. Service Catalogue Manager
- C. Supplier Manager
- D. IT Designer/Architect

Answer: C

QUESTION 32

What is the entry point or the first level of the V model?

- A. Service Requirements
- B. Customer / Business Needs
- C. Service Solution
- D. Service Release

Answer: B

QUESTION 33

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

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

Answer: A

QUESTION 34

"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. People, products and technology
- D. Markets and Customers

Answer: B

QUESTION 35

Which of the following statements is INCORRECT?

- A. The Service Knowledge Management System (SKMS) includes Configuration Management Databases (CMDB)
- B. The SKMS can include user skill levels
- C. The SKMS is part of the Configuration Management System (CMS)
- D. The SKMS can include data on the performance of the organization

Answer: C

QUESTION 36

Service Assets are used to create value. Which of the following are the MAJOR types of Service Asset?

- A. Utility and Warranty
- B. Services and Infrastructure
- C. Resources and Capabilities
- D. Applications and Infrastructure

Answer: C

QUESTION 37

Which of the following is the BEST definition of an Incident?

- A. A warning that a threshold has been reached, something has changed, or a failure has occurred
- B. An unplanned interruption to an IT service or reduction in the quality of an IT service
- C. A change of state which has significance for the management of a Configuration Item or IT Service
- D. Loss of ability to operate to specification, or to deliver the required output

Answer: B

QUESTION 38

Which of the following statements BEST describes a Definitive Media Library (DML)?

- A. A secure location where definitive hardware spares are held
- B. A secure library where definitive authorised versions of all media Configuration Items (CIs) are stored and protected
- C. A secure electronic library that contains all copies of software and licences
- D. A secure library where definitive authorised versions of all software and back-ups are stored and protected

Answer: B

QUESTION 39

Which of the following is NOT an aim of the Change Management process?

- A. Overall business risk is optimized
- B. Standardized methods and procedures are used for efficient and prompt handling of all Changes
- C. All changes to Service Assets and Configuration Items (CIs) are recorded in the Configuration Management system
- D. All budgets and expenditures are accounted for

Answer: D

QUESTION 40

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

Answer: B

QUESTION 41

How does Problem Management work with Change Management?

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

Answer: B

QUESTION 42

One of the five major aspects of Service Design is the design of the service solutions. It includes?

- A. Only capabilities needed and agreed
- B. Only resources and capabilities needed
- C. Only requirements needed and agreed
- D. Requirements, resources and capabilities needed and agreed

Answer: D

QUESTION 43

Which of the following is NOT an example of Self-Help capabilities?

- A. Requirement to always call the service desk for service requests
- B. Web front-end
- C. Menu-driven range of self help and service requests
- D. A direct interface into the back end process handling software

Answer: A

QUESTION 44

Major Incidents require?

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

Answer: A

QUESTION 45

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

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

Answer: A

QUESTION 46

A plan for managing the end of a supplier contract should be created when?

- A. The contract is about to be ended
- B. The contract is being negotiated
- C. The Supplier Manager decides that there is a risk the contract might need to end soon

D. The contract has been agreed

Answer: B

QUESTION 47

An IT department is under pressure to cut costs. As a result, the quality of services has started to suffer. What imbalance does this represent?

- A. Excessive focus on cost
- B. Excessive focus on quality
- C. Excessively proactive
- D. Excessively reactive

Answer: A

QUESTION 48

Which of the following are responsibilities of a Service Level Manager?

1. Agreeing targets in Service Level Agreements
2. Designing the service so it can meet the targets
3. Ensuring all needed contracts and agreements are in place

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

Answer: D

QUESTION 49

The difference between service metrics and technology metrics is BEST described as?

- A. Service metrics include critical success factors and Key Performance Indicators; Technology metrics include availability and capacity
- B. Service metrics measure maturity and cost; Technology metrics measure efficiency and effectiveness
- C. Service metrics measure the end to end service; Technology metrics measure individual components
- D. Service metrics measure each of the service management processes; Technology metrics measure the infrastructure

Answer: C

QUESTION 50

Which of the following are Service Desk organizational structures?

1. Local Service Desk
2. Virtual Service Desk

- 3. IT Help Desk
- 4. Follow the Sun

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

Answer: A

QUESTION 51

Before embarking on the 7-step Continual Service Improvement (CSI) process, which of the following items need to be identified?

- A. Business Objectives, IT Objectives, Process Metrics
- B. Vision and Strategy, Tactical Goals and Operational Goals
- C. Process Models, Goals and Objectives
- D. Business and IT Strategy and Process Definitions

Answer: B

QUESTION 52

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. It is possible that responsiveness may suffer and customers needs may not be met within business timescales
- 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. From the information given, it is not possible to comment regarding the impact on responsiveness of over-emphasis on stability

Answer: B

QUESTION 53

Which Function would provide staff to monitor events in a Network Operations Centre?

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

Answer: B

QUESTION 54

Which is NOT a purpose of Service Transition?

- A. Ensure that a service can be managed, operated and supported.
- B. Provide training and certification in project management.
- C. Provide quality knowledge of Change, Release and Deployment Mgmt.
- D. Plan and manage the capacity and resource requirements to manage a release.

Answer: B

QUESTION 55

The term 'Service Management' is best used to describe?

- A. A set of specialized organizational capabilities for providing value to customers in the form of services
- B. A set of specialized organizational capabilities for providing functions to customers in the form of services
- C. The management of functions within an organization to perform certain activities
- D. Units of organizations with roles to perform certain activities

Answer: A

QUESTION 56

Which of the following is NOT an objective of Problem Management?

- A. Minimising the impact of Incidents that cannot be prevented
- B. Preventing Problems and resulting Incidents from happening
- C. Eliminating recurring Incidents
- D. Restoring normal service operation as quickly as possible and minimizing adverse impact on the business

Answer: D

QUESTION 57

How is the Service Catalogue used to add value to the service provider organization?

- A. Showing the business impact of a change
- B. Displaying the relationships between configuration items
- C. Providing a central source of information on the IT services delivered
- D. To predict the root cause of issues in the IT infrastructure

Answer: C

QUESTION 58

The MAIN purpose of the Service Portfolio is to describe services in terms of?

- A. Service Level Requirements
- B. Functionality
- C. Business Value
- D. IT Assets

Answer: C

QUESTION 59

Which of the following would NOT be a task carried out by the Request Fulfillment process?

- A. The sourcing and delivering of the components of requested standard services (e.g. licenses and software media)
- B. Provision of a channel for users to request and receive standard services for which a predefined approval and qualification process exists
- C. Provision of information to users and customers about the availability of services and the procedure for obtaining them
- D. Provision of information used to compare actual performance against design standards

Answer: D

QUESTION 60

Within the Continual Service Improvement (CSI) 7 step improvement process, data needs to be gathered and analyzed from which other area of the lifecycle in order to answer the question "Did we get there?"

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

Answer: D

QUESTION 61

A Service Level Agreement is?

- A. The part of a contract that specifies 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

QUESTION 62

Which of the following combinations covers all the roles in Service Asset and Configuration Management?

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- A. Configuration Administrator/Librarian; Configuration Manager; Configuration Analyst; Configuration control board; CMS/tools Administrator; Financial Asset Manager
- B. Configuration Manager; Configuration Analyst; CMS/tools Administrator; Librarian; Change Manager
- C. Configuration Administrator/Librarian; Service Asset Manager; Configuration Manager; Configuration Analyst; Configuration control board; CMS/tools Administrator
- D. Configuration Administrator/Librarian; Configuration Manager; Service Desk Manager; Configuration Analyst; CMS/tools Administrator

Answer: C

QUESTION 63

Removing or restricting rights to use an IT Service is the responsibility of which process?

- A. Incident Management
- B. Access Management
- C. Change Management
- D. Request Fulfillment

Answer: B

QUESTION 64

Understanding customer usage of services and how this varies over the Business Lifecycle is part of which process?

- A. Service Portfolio Management
- B. Service Level Management
- C. Component Capacity Management
- D. Demand Management

Answer: D

QUESTION 65

Which of the following BEST describes a 'Major Incident'?

- A. An Incident that is so complex that it requires root cause analysis before any workaround can be found
- B. An Incident which requires a large number of people to resolve
- C. An Incident that is so complex that the Service Desk takes longer than five times the normal time to log it
- D. An Incident which has a high impact on the business

Answer: D

QUESTION 66

Which of these is NOT a responsibility of Application Management?

- A. Ensuring that the correct skills are available to manage the infrastructure
- B. Assisting in the design of the application
- C. Providing guidance to IT Operations about how best to manage the application
- D. Deciding whether to buy or build an application

Answer: A

QUESTION 67

Service Acceptance criteria are used to?

- A. Ensure the design stage of the Lifecycle
- B. Ensure delivery and support of a service
- C. Ensure service Key Performance Indicators (KPIs) are reported
- D. Ensure Portfolio Management is in place

Answer: B