Vendor: EXIN

Exam Code: EX0-001

Exam Name: ITIL Foundation (Syllabus 2011)

Version: DEMO

QUESTION 1
Which two processes will contribute MOST to enabling effective problem detection?

A. Incident and financial management
B. Change and release and deployment management
C. Incident and event management
D. Knowledge and service level management

Answer: C

QUESTION 2
Which of the following would be used to communicate a high level description of a major change that involved significant cost and risk to the organization?

A. Change proposal
B. Change policy
C. Service request
D. Risk register

Answer: A

QUESTION 3
Which one of the following is NOT part of the service design stage of the service lifecycle?

A. Designing and maintaining all necessary service transition packages
B. Producing quality, secure and resilient designs for new or improved services
C. Taking service strategies and ensuring they are reflected in the service design processes and the service designs that are produced
D. Measuring the effectiveness and efficiency of service design and the supporting processes

Answer: A

QUESTION 4
What is the result of carrying out an activity, following a process or delivering an IT service known as?

A. Outcome
B. Incident
C. Change
D. Problem

Answer: A

QUESTION 5
Which process is responsible for managing relationships with vendors?

A. Change management
B. Service portfolio management
C. Supplier management

D. Continual service improvement

Answer: C

QUESTION 6
Which of the following service desk organizational structures are described in service operation?

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(1) Local service desk
(2) Virtual service desk
(3) IT help desk
(4) Follow the sun
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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 7
What are the categories of event described in the UIL service operation book?

A. Informational, scheduled, normal
B. Scheduled, unscheduled, emergency
C. Informational, warning, exception
D. Warning, reactive, proactive

Answer: C

QUESTION 8
What would you call the groups of people who have an interest in the activities, targets, resources and deliverables from service management?

A. Employers
B. Stakeholders
C. Regulators
D. Accreditors

Answer: B

QUESTION 9
Which of the following are the MAIN objectives of incident management?

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(1) To automatically detect service-affecting events
(2) To restore normal service operation as quickly as possible
(3) To minimize adverse impacts on business operations
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A. 1 and 2 only
B. 2 and 3 only

C. 1 and 3 only
D. All of the above

Answer: B

QUESTION 10
What is the name of the group that should review changes that must be implemented faster than the normal change process?

A. Technical management
B. Emergency change advisory board
C. Urgent change board
D. Urgent change authority

Answer: B

QUESTION 11
Which of the following is NOT an objective of service transition?

A. To ensure that a service can be operated, managed and supported
B. To provide training and certification in project management
C. To provide quality knowledge and information about services and service assets
D. To plan and manage the capacity and resource requirements to manage a release

Answer: B

QUESTION 12
Which of the following types of service should be included in the scope of service portfolio management?

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(1) Those planned to be delivered
(2) Those being delivered
(3) Those that have been withdrawn from service
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A. 1 and 3 only
B. All of the above
C. 1 and 2 only
D. 2 and 3 only

Answer: B

QUESTION 13
The BEST description of an incident is:

A. An unplanned disruption of service unless there is a backup to that service
B. An unplanned interruption to service or a reduction in the quality of service
C. Any disruption to service whether planned or unplanned
D. Any disruption to service that is reported to the service desk, regardless of whether the service is impacted or not

Answer: B

QUESTION 14
Which one of the following is the CORRECT set of steps for the continual service improvement approach?

A. Devise a strategy; Design the solution; Transition into production; Operate the solution; Continually improve
B. Where do we want to be?; How do we get there?; How do we check we arrived?; How do we keep the momentum going?
C. Identify the required business outcomes; Plan how to achieve the outcomes; Implement the plan; Check the plan has been properly implemented; Improve the solution
D. What is the vision?; Where are we now?; Where do we want to be?; How do we get there?; Did we get there?; How do we keep the momentum going?

Answer: D

QUESTION 15
When can a known error record be raised?

(1) At any time it would be useful to do so
(2) After a workaround has been found

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

Answer: D

QUESTION 16
What body exists to support the authorization of changes and to assist change management in the assessment and prioritization of changes?

A. The change authorization board
B. The change advisory board
C. The change implementer
D. The change manager

Answer: B

QUESTION 17
Which process is responsible for discussing reports with customers showing whether services have met their targets?

A. Continual service improvement
B. Change management
C. Service level management

D. Availability management

Answer: C

QUESTION 18
What do customer perceptions and business outcomes help to define?

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

Answer: A

QUESTION 19
Which of the following are basic concepts used in access management?

A. Personnel, electronic, network, emergency, identity
B. Rights, access, identity, directory services, service/service components
C. Physical, personnel, network, emergency, service
D. Normal, temporary, emergency, personal, group

Answer: B

QUESTION 20
Which of these statements about resources and capabilities is CORRECT?

A. Resources are types of service asset and capabilities are not
B. Resources and capabilities are both types of service asset
C. Capabilities are types of service asset and resources are not
D. Neither capabilities nor resources are types of service asset

Answer: B

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