

## EX0-001<sup>Q&As</sup>

ITIL Foundation (syllabus 2011)

**Pass EXIN EX0-001 Exam with 100% Guarantee**

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.leads4pass.com/ex0-001.html>

100% Passing Guarantee  
100% Money Back Assurance

Following Questions and Answers are all new published by EXIN  
Official Exam Center

-  **Instant Download** After Purchase
-  **100% Money Back** Guarantee
-  **365 Days** Free Update
-  **800,000+** Satisfied Customers



**QUESTION 1**

Which of the following is one of the primary objectives of Service Strategy?

- A. To design and build processes that will meet business needs
- B. To provide detailed specifications for the design of IT services
- C. To transform Service Management into a strategic asset
- D. To underscore the importance of services in the global economy

Correct Answer: B

---

**QUESTION 2**

Which process would maintain policies, standards and models for service transition activities and processes?

- A. Change management
- B. Capacity management
- C. Service transition planning and support
- D. Release management

Correct Answer: C

---

**QUESTION 3**

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

Correct Answer: A

---

**QUESTION 4**

Which of the following can include steps that will help to resolve an incident?

- 1.

Incident model

2.

Known error record

A. 1 only

B. 2only

C. Both of the above

D. Neither of the above

Correct Answer: C

---

## QUESTION 5

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

Correct Answer: D

[EX0-001 PDF Dumps](#)

[EX0-001 Study Guide](#)

[EX0-001 Exam Questions](#)