

# EX0-101<sup>Q&As</sup>

ITIL Foundation V 3.0 & ITIL Foundation

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**QUESTION 1**

In which core UIL publication can you find detailed descriptions of service catalogue management, information security management, and supplier management?

- A. Service strategy
- B. Service design
- C. Service transition
- D. Service operation

Correct Answer: B

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**QUESTION 2**

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

Correct Answer: D

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**QUESTION 3**

Implementation of IT1L service management requires the preparation and planning of the effective and efficient use of "the four Ps."

What are these four Ps?

- A. People, process, partners, performance
- B. Performance, process, products, problems
- C. People, process, products, partners
- D. People, products, perspective, partners

Correct Answer: C

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**QUESTION 4**

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

3.

To minimize adverse impacts on business operations

A. 1 and 2 only

B. 2 and 3 only C

C. 1 and 3 only

D. All of the above

Correct Answer: B

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## QUESTION 5

Which one of the following would be the MOST useful in helping to define roles and responsibilities in an organizational structure?

A. RACI model

B. Incident model

C. Continual service improvement (CSI) approach

D. The Deming Cycle

Correct Answer: A

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