EX0-101 Q&As

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QUESTION 1

Which one of the following is the BEST definition of reliability?

A. The availability of a service or component

B. The level of risk that affects a service or process

C. How long a service or configuration item (CI) can perform its function without failing

D. How quickly a service or component can be restored to normal working order

Correct Answer: C

QUESTION 2

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

QUESTION 3

Which one of the following activities are carried out during the Where do we want to be? step of the continual service improvement (CSI) approach?

A. Implementing service and process improvements

B. Reviewing measurements and metrics

C. Creating a baseline

D. Defining measurable targets

Correct Answer: D

QUESTION 4

Which process includes business, service and component sub-processes?

A. Capacity management

B. Incident management

C. Service level management

D. Financial management

Correct Answer: A

QUESTION 5

A process owner has been identified with an "I" in a RACI matrix. Which one of the following would be expected of them?

A. Be accountable for the outcome of an activity

B. Perform an activity

C. Be kept up-to-date on the progress of an activity

D. Manage an activity

Correct Answer: C

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