

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

ITIL Foundation V 3.0 & ITIL Foundation

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**QUESTION 1**

Which one of the following is NOT a characteristic of a process?

- A. It is measurable
- B. It delivers specific results
- C. It responds to specific events
- D. It structures an organization

Correct Answer: D

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**QUESTION 2**

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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**QUESTION 3**

Which one of the following is NOT a valid purpose or objective of problem management?

- A. To prevent problems and resultant incidents
- B. To manage problems throughout their lifecycle
- C. To restore service to a user
- D. To eliminate recurring incidents

Correct Answer: C

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**QUESTION 4**

The design of IT services requires the effective and efficient use of "the four Ps". What are these four Ps?

- A. People, process, partners, performance

- B. Performance, process, products, plans
- C. People, process, products, partners
- D. People, products, plans, partners

Correct Answer: C

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## QUESTION 5

Which one of the following do technology metrics measure?

- A. Components
- B. Processes
- C. The end-to-end service
- D. Customer satisfaction

Correct Answer: A

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