

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

ITIL Foundation V 3.0 & ITIL Foundation

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## QUESTION 1

In terms of adding value to the business, which one of the following describes service operation s contribution?

- A. The cost of the service is designed, predicted and validated
- B. Measures for optimization are identified
- C. Service value is modeled
- D. Service value is visible to customers

Correct Answer: D

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## QUESTION 2

Who is responsible for defining metrics for change management?

- A. The change management process owner
- B. The change advisory board (CAB)
- C. The service owner
- D. The continual service improvement manager

Correct Answer: A

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## QUESTION 3

Which one of the following do major incidents require?

- A. Separate procedures
- B. Less urgency
- C. Longer timescales
- D. Less documentation

Correct Answer: A

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## QUESTION 4

Which process is responsible for the availability, confidentiality and integrity of data?

- A. Service catalogue management
- B. Service asset and configuration management

C. Change management

D. Information security management

Correct Answer: D

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## QUESTION 5

What is the BEST description of the purpose of the service operation stage of the service lifecycle?

A. To decide how IT will engage with suppliers during the service lifecycle

B. To proactively prevent all outages to IT services

C. To design and build processes that will meet business needs

D. To deliver and manage IT services at agreed levels to business users and customers

Correct Answer: D

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