

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

ITIL Foundation V 3.0 & ITIL Foundation

## Pass home EX0-101 Exam with 100% Guarantee

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

<https://www.leads4pass.com/ex0-101.html>

100% Passing Guarantee  
100% Money Back Assurance

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

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



**QUESTION 1**

What should a service always deliver to customers?

- A. Applications
- B. Infrastructure
- C. Value
- D. Resources

Correct Answer: C

---

**QUESTION 2**

Which one of the following is NOT an aim of the change management process?

- A. To ensure the impact of changes are understood
- B. To ensure that changes are recorded and evaluated
- C. To ensure that all changes to configuration items (CIs) are recorded in the configuration management system (CMS)
- D. To deliver and manage IT services at agreed levels to business users

Correct Answer: D

---

**QUESTION 3**

Which one of the following is concerned with policy and direction?

- A. Capacity management
- B. Governance
- C. Service design
- D. Service level management

Correct Answer: B

---

**QUESTION 4**

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 5**

Which one of the following does service metrics measure?

- A. Functions
- B. Maturity and cost
- C. The end-to-end service
- D. Infrastructure availability

Correct Answer: C

---

**QUESTION 6**

Which of the following are within the scope of service asset and configuration management?

1.  
Identification of configuration items (CIs)
  2.  
Recording relationships between CIs
  3.  
Recording and control of virtual CIs
  4.  
Approving finance for the purchase of software to support service asset and configuration management
- A. 1, 2 and 3 only
  - B. All of the above
  - C. 1, 2 and 4 only
  - D. 3 and 4 only

Correct Answer: A

---

**QUESTION 7**

Which of the following should IT service continuity strategy be based on?

1.

Design of the service metrics

2.

Business continuity strategy

3.

Business impact analysis (BIA)

4.

Risk assessment

A. 1, 2 and 4 only

B. 1, 2 and 3 only

C. 2, 3 and 4 only

D. 1, 3 and 4 only

Correct Answer: C

---

### QUESTION 8

Which of the following would commonly be found in a contract underpinning an IT service?

1.

Financial arrangements related to the contract

2.

Description of the goods or service provided

3.

Responsibilities and dependencies for both parties

A. 1 and 2 only

B. 1 and 3 only

C. 2 and 3 only

D. All of the above

Correct Answer: D

---

**QUESTION 9**

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

---

**QUESTION 10**

Which statement about the emergency change advisory board (ECAB) is CORRECT?

- A. The ECAB considers every high priority request for change
- B. Amongst the duties of the ECAB is the review of completed emergency changes
- C. The ECAB will be used for emergency changes where there may not be time to call a full CAB
- D. The ECAB will be chaired by the IT director

Correct Answer: C

---

**QUESTION 11**

Which one of the following includes four stages called Plan, Do, Check and Act?

- A. The Deming cycle
- B. The continual service improvement approach
- C. The seven-step improvement process
- D. The service lifecycle

Correct Answer: A

---

**QUESTION 12**

Which of the following are managed by facilities management?

1.  
Hardware within a data centre or computer room
- 2.

Applications

3.

Power and cooling equipment

4.

Recovery sites

- A. 1, 2 and 3 only
- B. All of the above
- C. 1, 3 and 4 only
- D. 1 and 3 only

Correct Answer: C

---

## QUESTION 13

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 14

Which one of the following do major incidents require?

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

Correct Answer: A

---

## QUESTION 15

Which of the following service desk organizational structures are described in service operation?

1.

Local service desk

2.

Virtual service desk

3.

IT help desk

4.

Follow the sun

A. 1, 2 and 4 only

B. 2, 3 and 4 only

C. 1, 3 and 4 only

D. 1, 2 and 3 only

Correct Answer: A

[EX0-101 PDF Dumps](#)

[EX0-101 VCE Dumps](#)

[EX0-101 Exam Questions](#)