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**Vendor:**home

**Exam Code:**EX0-101

**Exam Name:**ITIL Foundation V 3.0 & ITIL Foundation

**Version:**Demo

### QUESTION 1

Consider the following list:

1.  
Change authority
2.  
Change manager
3.  
Change advisory board (CAB)

Which one of the following is the BEST description of the items above?

- A. Job descriptions
- B. Functions
- C. Teams
- D. Roles, people or groups

Correct Answer: D

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### QUESTION 2

Which processes are responsible for the regular review of underpinning contracts?

- A. Supplier management and service level management
- B. Supplier management and change management
- C. Availability management and service level management
- D. Supplier management and availability management

Correct Answer: A

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### QUESTION 3

Which one of the following activities would be performed by access management?

- A. Providing physical security for staff at data centers and other buildings
- B. Managing access to computer rooms and other secure locations
- C. Managing access to the service desk

D. Managing the rights to use a service or group of services

Correct Answer: D

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#### **QUESTION 4**

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

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#### **QUESTION 5**

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 6**

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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#### **QUESTION 7**

Which one of the following contains information that is passed to service transition to enable the implementation of a new service?

- A. A service option
- B. A service transition package (STP)
- C. A service design package (SDP)
- D. A service charter

Correct Answer: C

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#### **QUESTION 8**

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

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**QUESTION 9**

Which one of the following is the BEST definition of the term service management?

- A. A set of specialized organizational capabilities for providing value to customers in the form of services
- B. A group of interacting, interrelated, or independent components that form a unified whole, operating together for a common purpose
- C. The management of functions within an organization to perform certain activities
- D. Units of organizations with roles to perform certain activities

Correct Answer: A

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**QUESTION 10**

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 11**

What is the BEST description of an operational level agreement (OLA)?

- A. An agreement between the service provider and another part of the same organization
- B. An agreement between the service provider and an external organization
- C. A document that describes to a customer how services will be operated on a day-to-day basis
- D. A document that describes business services to operational staff

Correct Answer: A

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**QUESTION 12**

Which one of the following provides the CORRECT list of processes within the service operation stage of the service lifecycle?

- A. Event management, incident management, problem management, request fulfillment, and access management
- B. Event management, incident management, change management, and access management
- C. Incident management, problem management, service desk, request fulfillment, and event management
- D. Incident management, service desk, request fulfillment, access management, and event management

Correct Answer: A