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<b>Exam Type:</b>	<b>Exin</b>		
<b>Exam Code:</b>	<b>EX0-101</b>	<b>Total Questions:</b>	<b>168</b>

**Question: 1**

Which Function would provide staff to monitor events in an Operations Bridge?

- A. Technical Management
- B. IT Operations Management
- C. Service Desk
- D. Applications Management

**Answer: B**

**Question: 2**

What is a RACI model used for?

- A. Performance analysis
- B. Recording Configuration Items
- C. Monitoring services
- D. Defining roles and responsibilities

**Answer: D**

**Question: 3**

The left-hand side of the Service V Model represents requirements and specifications. What does the right-hand side of the Service V Model represent?

- A. Validation and Testing
- B. The business value that can be expected from a given service
- C. Performance and capacity requirements of services and IT infrastructure
- D. Roles and responsibilities required for an effective Service Management implementation

**Answer: A**

**Question: 4**

Which processes review Underpinning Contracts on a regular basis?

- A. Supplier Management and Service Level Management
- B. Supplier Management and Demand Management
- C. Demand Management and Service Level Management
- D. Supplier Management, Demand Management and Service Level Management

**Answer: A**

**Question: 5**

Which of the following is the CORRECT definition of a Release Unit?

- A. A measurement of cost
- B. A function described within service transition
- C. The team of people responsible for implementing a release
- D. The portion of a service or IT infrastructure that is normally released together

**Answer: D**

**Question: 6**

Which process is responsible for recording the current details, status, interfaces and dependencies of all services that are being run or being prepared to run in the live environment?



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- A. Service Level Management
- B. Service Catalogue Management
- C. Demand Management
- D. Service Transition

**Answer: B**

**Question: 7**

Which process is responsible for sourcing and delivering components of requested standard services?

- A. Request Fulfilment
- B. Service Portfolio Management
- C. Service Desk
- D. IT Finance

**Answer: A**

**Question: 8**

Which of the following are responsibilities of a Service Level Manager? 1. Agreeing targets in Service Level Agreements (SLAs) 2. Designing technology architectures to support the service 3. Ensuring required contracts and agreements are in place

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

**Answer: D**

**Question: 9**

RACI is an acronym for four roles. Which of the following is NOT one of the RACI roles?

- A. Informed
- B. Accountable
- C. Consulted
- D. Reliable

**Answer: D**

**Question: 10**

Which of the following is NOT an aim of the Change Management process?

- A. The impact of changes are better understood
- B. Standardised methods and procedures are used for efficient and prompt handling of all Changes
- C. All changes to Service Assets and Configuration Items (CIs) are recorded in the Configuration Management System (CMS)
- D. To deliver and manage IT services at agreed levels to business users

**Answer: D**

**Question: 11**



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Which of the following are the MAIN objectives of Incident Management? 1. To automatically detect service affecting Events 2. To restore normal service operation as quickly as possible 3. To minimise adverse impacts on business operations

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

**Answer: B**

**Question: 12**

Which of the following BEST describes a Problem?

- A. A Known Error for which the cause and resolution are not yet known
- B. The cause of two or more Incidents
- C. A serious Incident which has a critical impact to the business
- D. The cause of one or more Incidents

**Answer: D**

**Question: 13**

Which process is responsible for providing the right to use an IT Service?

- A. Incident Management
- B. Access Management
- C. Change Management
- D. Request Fulfillment

**Answer: B**

**Question: 14**

A single Release unit, or a structured set of Release units can be defined within:

- A. The RACI Model
- B. A Release Package
- C. A Request Model
- D. The Plan, Do, Check, Act (PDCA) cycle

**Answer: B**

**Question: 15**

Which of the following models would be most useful in helping to define an organisational structure?

- A. RACI Model
- B. Service Model
- C. Continual Service Improvement (CSI) Model
- D. Plan, Do, Check, Act (PDCA) Model

**Answer: A**

**Question: 16**



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Order the following Continual Service Improvement (CSI) implementation steps into the correct sequence in alignment with the Plan, Do, Check, Act (PDCA) model. 1. Allocate roles and responsibilities to work on CSI initiatives 2. Measure and review that the CSI plan is executed and its objectives are being achieved 3. Identify the scope, objectives and requirements for CSI 4. Implement CSI enhancement

- A. 3-1-2-4
- B. 3-4-2-1
- C. 1-3-2-4
- D. 2-3-4-1

**Answer: A**

**Question: 17**

Implementation of ITIL Service Management requires preparing and planning the effective and efficient use of:

- A. People, Process, Partners, Suppliers
- B. People, Process, Products, Technology
- C. People, Process, Products, Partners
- D. People, Products, Technology, Partners

**Answer: C**

**Question: 18**

Which of the following is step 1 in the 7 Step Improvement Process?

- A. Prepare for action
- B. Define what you should measure
- C. Where are we now?
- D. Identify gaps in Service Level Agreement (SLA) achievement

**Answer: B**

**Question: 19**

Which process is responsible for recording relationships between service components?

- A. Service Level Management
- B. Service Portfolio Management
- C. Service Asset and Configuration Management
- D. Incident Management

**Answer: C**

**Question: 20**

What is the BEST description of an Operational Level Agreement (OLA)?

- A. An agreement between the service provider and another part of the same organisation
- B. An agreement between the service provider and an external organisation
- 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

**Answer: A**

**Question: 21**

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When can a Known Error record be raised? 1. At any time it would be useful to do so 2. After the permanent solution has been implemented

- A. 2 only
- B. 1 only
- C. Neither of the above
- D. Both of the above

**Answer: B**

**Question: 22**

A service is not very reliable, but when it works it is of great value to the customer. This combination could be described as:

- A. High Utility and Low Warranty
- B. High Utility and High Warranty
- C. Low Utility and High Warranty
- D. Low Utility and Low Warranty

**Answer: A**

**Question: 23**

The MAIN purpose of the Service Portfolio is to describe services in terms of:

- A. Service Level Requirements
- B. Functionality
- C. Business Value
- D. IT Assets

**Answer: C**

**Question: 24**

Which of the following sentences BEST describes a Standard Change?

- A. A Change to the service provider's established policies and guidelines
- B. A Change that correctly follows the required Change process
- C. A pre-authorized Change that has an accepted and established procedure
- D. A Change that is made as the result of an audit

**Answer: C**

**Question: 25**

Which of the following is NOT a valid objective of Problem Management?

- A. To prevent Problems and their resultant Incidents
- B. To manage Problems throughout their lifecycle
- C. To restore service to a user
- D. To minimise the impact of Incidents that can not be prevented

**Answer: C**

**Question: 26**

Which of these activities would you expect to be performed by a Service Desk? 1. Logging details of Incidents and service requests 2. Providing first-line investigation and diagnosis 3. Restoring service 4. Diagnosing the root-cause of problems



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

**Answer: B**

**Question: 27**

Which of the following is the BEST definition of the term Service Management?

- A. A set of specialised organisational 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 organisation to perform certain activities
- D. Units of organisations with roles to perform certain activities

**Answer: A**

**Question: 28**

Which of the following is a responsibility of Supplier Management?

- A. Development, negotiation and agreement of Service Level Agreements (SLAs)
- B. Development, negotiation and agreement of contracts
- C. Development, negotiation and agreement of the Service Portfolio
- D. Development, negotiation and agreement of Organisational Level Agreements (OLAs)

**Answer: B**

**Question: 29**

Which of the following statements BEST describes a Definitive Media Library (DML)?

- A. A secure location where definitive hardware spares are held
- B. A secure library where definitive authorised versions of all media Configuration Items (CIs) are stored and protected
- C. A database that contains definitions of all media CIs
- D. A secure library where definitive authorised versions of all software and back-ups are stored and protected

**Answer: B**

**Question: 30**

The BEST Processes to automate are those that are:

- A. Carried out by Service Operations
- B. Carried out by lots of people
- C. Critical to the success of the business mission
- D. Simple and well understood

**Answer: D**

**Question: 31**

Which of the following are the two primary elements that create value for customers?



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- A. Value on Investment (VOI), Return on Investment (ROI)
- B. Customer and User satisfaction
- C. Understanding Service Requirements and Warranty
- D. Utility and Warranty

**Answer: D**

**Question: 32**

What does a service always deliver to customers?

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

**Answer: C**

**Question: 33**

Which of the following is one of the PRIMARY objectives of Service Strategy?

- A. To provide detailed specifications for the design of IT services
- B. To underscore the importance of services in the global economy
- C. To transform Service Management into a strategic asset
- D. To design and build processes that will meet business needs

**Answer: C**

**Question: 34**

Which of the following areas would NOT be supported by a Service Design tool?

- A. Process design
- B. Strategy design
- C. Environment design
- D. Software design

**Answer: B**

**Question: 35**

Which of the following do Service Metrics measure?

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

**Answer: C**

**Question: 36**

To add value to the business, what are the four reasons to monitor and measure?

- A. Validate; Direct; Justify; Intervene
- B. Report; Manage; Improve; Extend
- C. Manage; Monitor; Diagnose; Intervene
- D. Plan; Predict; Report; Justify



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**Answer: A**

**Question: 37**

Which of the following is NOT a responsibility of the Service Design Manager?

- A. Design and maintain all necessary Service Transition packages
- B. Produce quality, secure and resilient designs for new or improved services, technology architecture, processes or measurement systems that meet all the agreed
- C. current and future IT requirements of the organisation
- D. Take the overall Service Strategies and ensure they are reflected in the Service Design process and the service designs that are produced
- E. Measuring the effectiveness and efficiency of Service Design and the supporting processes

**Answer: A**

**Question: 38**

How many numbered steps are in the Continual Service Improvement (CSI) process?

- A. 7
- B. 4
- C. 6
- D. 11

**Answer: A**

**Question: 39**

Which process is responsible for discussing reports with customers showing whether services have met their targets?

- A. Continual Service Improvement
- B. Business Relationship Management
- C. Service Level Management
- D. Availability Management

**Answer: C**

**Question: 40**

Who is responsible for defining Key Performance Indicators (KPIs) 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

**Answer: A**

**Question: 41**

Which of the following is concerned with fairness and transparency?

- A. Capacity Management
- B. Governance
- C. Service Strategy
- D. Service Level Management

**Answer: B**



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**Question: 42**

One of the five major aspects of Service Design is the design of service solutions. Which of the following does this include?

- A. Only capabilities needed and agreed
- B. Only resources and capabilities needed
- C. Only requirements needed and agreed
- D. Requirements, resources and capabilities needed and agreed

**Answer: D**

**Question: 43**

Which of the following is a valid role in the RACI Authority Matrix?

- A. Configuration
- B. Consulted
- C. Complex
- D. Controlled

**Answer: B**

**Question: 44**

Which of the following is NOT an example of Self-Help capabilities?

- A. Requirement to always call the Service Desk for service requests
- B. Web front-end
- C. Menu-driven range of self help and service requests
- D. A direct interface into the back-end process-handling software

**Answer: A**

**Question: 45**

Availability Management is responsible for availability of the:

- A. Services and Components
- B. Services and Business Processes
- C. Components and Business Processes
- D. Services, Components and Business Processes

**Answer: A**

**Question: 46**

Which of the following are Service Desk organisational structures? 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

**Answer: A**

**Question: 47**

What is the BEST description of the purpose of Service Operation?

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- A. To decide how IT will engage with suppliers during the Service Management 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

**Answer: D**

**Question: 48**

IT Operations Management have been asked by a customer to carry out a non-standard activity, that will cause them to miss an agreed service level target. How should they respond?

- A. Refuse the request because they must operate the service to meet the agreed service levels
- B. Make a decision based on balancing stability and responsiveness
- C. Accept the request as they must support customer business outcomes
- D. They should escalate this decision to Service Strategy

**Answer: B**

**Question: 49**

Which stage of the Service Lifecycle is MOST concerned with defining policies and objectives?

- A. Service Design
- B. Service Transition
- C. Service Strategy
- D. Service Operation

**Answer: C**

**Question: 50**

Which of the following activities are carried out in the "Where do we want to be?" step of the Continual Service Improvement (CSI) Model?

- A. Implementing service and process improvements
- B. Reviewing measurable improvements
- C. Creating a baseline
- D. Defining measurable targets

**Answer: D**

**Question: 51**

Which stages of the Service Lifecycle does the 7 Step Improvement Process apply to?

- A. Service Operation
- B. Service Transition and Service Operation
- C. Service Design, Service Transition and Service Operation
- D. Service Strategy, Service Design, Service Transition, Service Operation and Continual Service Improvement

**Answer: D**

**Question: 52**

The MAIN objective of Service Level Management is:

- A. To carry out the Service Operations activities needed to support current IT services



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- B. To ensure that sufficient capacity is provided to deliver the agreed performance of services
- C. To create and populate a Service Catalogue
- D. To ensure that an agreed level of IT service is provided for all current IT services

**Answer: D**

**Question: 53**

Which of the following is NOT a purpose of Service Transition?

- A. To ensure that a service can be managed, operated and supported
- B. To provide training and certification in project management
- C. To provide quality knowledge of Change, Release and Deployment Management
- D. To plan and manage the capacity and resource requirements to manage a Release

**Answer: B**

**Question: 54**

Major Incidents require:

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

**Answer: A**

**Question: 55**

Which process is responsible for monitoring an IT Service and detecting when the performance drops below acceptable limits?

- A. Service Asset and Configuration Management
- B. Event Management
- C. Service Level Management
- D. Performance Management

**Answer: B**

**Question: 56**

Which of the following statements about processes is INCORRECT?

- A. They are units of organizations designed to perform certain types of work
- B. We must be able to measure them in a relevant manner
- C. They deliver specific results
- D. They respond to specific events

**Answer: A**

**Question: 57**

Which of the following BEST describes a Service Request?

- A. A request from a User for information, advice or for a Standard Change
- B. Anything that the customer wants and is prepared to pay for
- C. Any request or demand that is entered by a user via a Self-Help web-based interface



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D. Any Request For Change (RFC) that is low risk and can be approved by the Change Manager without a Change Advisory Board (CAB) meeting

**Answer: A**

**Question: 58**

The group that reviews Changes that must be installed faster than the normal Change process is called the:

- A. Technical Management (TM)
- B. Emergency Change Advisory Board (ECAB)
- C. Urgent Change Board (UCB)
- D. Urgent Change Authority (UCA)

**Answer: B**

**Question: 59**

Which process is responsible for low risk, frequently occurring, low cost changes?

- A. Demand Management
- B. Incident Management
- C. Release and Deployment Management
- D. Request Fulfilment

**Answer: D**

**Question: 60**

Which of the following is NOT the responsibility of the Service Catalogue Manager?

- A. Ensuring that information in the Service Catalogue is accurate
- B. Ensuring that information within the Service Pipeline is accurate
- C. Ensuring that information in the Service Catalogue is consistent with information in the Service Portfolio
- D. Ensuring that all operational services are recorded in the Service Catalogue

**Answer: B**

**Question: 61**

Which of these statements about Resources and Capabilities is CORRECT?

- A. Resources are types of Service Asset and Capabilities are not
- B. Resources and Capabilities are both types of Service Asset
- C. Capabilities are types of Service Asset and Resources are not
- D. Neither Capabilities nor Resources are types of Service Asset

**Answer: B**

**Question: 62**

Which of the following statements is CORRECT for every process? 1. It delivers its primary results to a customer or stakeholder 2. It defines activities that are executed by a single function

- A. Both of the above
- B. 1 only
- C. Neither of the above
- D. 2 only



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**Answer: B**

**Question: 63**

"Service Management is a set of specialised organisational capabilities for providing value to customers in the form of services". These specialised organizational capabilities include which of the following?

- A. Applications and Infrastructure
- B. Functions and Processes
- C. Service Pipeline and Service Catalogue
- D. Markets and Customers

**Answer: B**

**Question: 64**

Which Functions are included in IT Operations Management?

- A. Network Management and Application Management
- B. Technical Management and Change Management
- C. IT Operations Control and Facilities Management
- D. Facilities Management and Release Management

**Answer: C**

**Question: 65**

Which role is accountable for a specific service within an organisation?

- A. The Service Level Manager
- B. The Business Relationship Manager
- C. The Service Owner
- D. The Service Continuity Manager

**Answer: C**

**Question: 66**

Which of the following is a good metric for measuring the effectiveness of Service Level Management?

- A. Customer satisfaction score
- B. Average number of daily Incidents managed by each service agent
- C. Number of services in the Service Portfolio
- D. Number of services deployed within agreed times

**Answer: A**

**Question: 67**

A Service Level Agreement (SLA) is:

- A. The part of a contract that specifies responsibilities of each party
- B. An agreement between the Service Provider and an internal organisation
- C. An agreement between a Service Provider and an external supplier
- D. An agreement between the Service Provider and their customer

**Answer: D**



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**Question: 68**

Which of the following processes are performed by the Service Desk?

1. Capacity Management
2. Request Fulfilment
3. Demand Management
4. Incident Management

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

**Answer: C**

**Question: 69**

An IT department is under pressure to cut costs. As a result, the quality of services has started to suffer. What imbalance does this represent?

- A. Extreme focus on cost
- B. Extreme focus on quality
- C. Excessively proactive
- D. Excessively reactive

**Answer: A**

**Question: 70**

Which of the following should be supported by technology? 1. Verification of Configuration Management System (CMS) data 2. Control of user desk-tops 3. Creation and use of diagnostic scripts 4. Visibility of overall IT Service performance

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

**Answer: D**

**Question: 71**

Event Management, Problem Management, Access Management and Request Fulfilment are part of which stage of the Service Lifecycle?

- A. Service Strategy
- B. Service Transition
- C. Service Operation
- D. Continual Service Improvement

**Answer: C**

**Question: 72**

Which of the following BEST describes 'Partners' in the phrase "People, Processes, Products and Partners"?

- A. Suppliers, manufacturers and vendors



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- B. Customers
- C. Internal departments
- D. The Facilities Management function

**Answer: A**

**Question: 73**

Who is responsible for ensuring that the Request Fulfilment process is being performed according to the agreed and documented process?

- A. The IT Director
- B. The Process Owner
- C. The Service Owner
- D. The Customer

**Answer: B**

**Question: 74**

Which role would you MOST expect to be involved in the management of Underpinning Contracts?

- A. Process Manager
- B. Service Catalogue Manager
- C. Supplier Manager
- D. IT Designer/Architect

**Answer: C**

**Question: 75**

- 1.Customer retention
- 2.Time to market
- 3.Service Architecture
- 4.Market share

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

**Answer: D**

**Question: 76**

Which of the following areas would technology help to support during the Service Operation phase of the Lifecycle?

1. Identifying configuration of user desktop PCs when Incidents are logged
2. Control of user desk-top PCs
3. Create and use diagnostic scripts
4. Dashboard type technology

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



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**Answer: B**

**Question: 77**

Which of the following is NOT a FUNCTION?

- A. Application Management
- B. Service Desk
- C. Incident Management
- D. Technical Management

**Answer: C**

**Question: 78**

One organisation provides and manages an entire business process or function for another organisation. This is known as:

- A. Business Process Management
- B. Business Function Outsourcing
- C. Business Process Outsourcing
- D. Knowledge Process Outsourcing

**Answer: C**

**Question: 79**

Which of the following statements is CORRECT?

- A. Service Operation ensures that organisations are in a position to handle the costs and risks associated with their service portfolios
- B. Continual Service Improvement contains guidance on supporting IT operations through models such as shared services
- C. Service Transition contains guidance on transferring services from strategy into the design phase of the Service Lifecycle
- D. Service Design provides guidance for the development of services and service management processes

**Answer: D**

**Question: 80**

Which of the following questions does guidance in Service Strategy help answer?

1. What services should we offer and to whom?
  2. How do we differentiate ourselves from competing alternatives?
  3. How do we truly create value for our customers?
- A. 1 only
  - B. 2 only
  - C. 3 only
  - D. All of the above

**Answer: D**

**Question: 81**

Which of the following should be done when closing an incident?



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1. Check the incident categorization and correct it if necessary
2. Check that user is satisfied with the outcome

- A. 1 only
- B. Both of the above
- C. 2 only
- D. Neither of the above

**Answer: B**

**Question: 82**

Which process contains the Business, Service and Component sub-processes?

- A. Capacity Management
- B. Incident Management
- C. Service Level Management
- D. Financial Management

**Answer: A**

**Question: 83**

Which of the following is NOT an objective of Problem Management?

- A. Minimizing the impact of Incidents that cannot be prevented
- B. Preventing Problems and resulting Incidents from happening
- C. Eliminating recurring Incidents
- D. Restoring normal service operation as quickly as possible and minimizing adverse impact on the business

**Answer: D**

**Question: 84**

What are the publications that provide guidance specific to industry sectors and organization types known as?

- A. The Service Strategy and Service Transition books
- B. The ITIL Complementary guidance
- C. The Service Support and Service Delivery books
- D. Pocket Guides

**Answer: B**

**Question: 85**

The two main parts of the Service Catalogue are:

- A. The Business Service Catalogue and the Technical Service Catalogue
- B. The Service Portfolio and Retired Services
- C. Service Attributes and Service Capabilities
- D. Service Levels and Service Costs

**Answer: A**

**Question: 86**

Which of the following does the Availability Management process include?



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1. Ensuring services are able to meet availability targets
2. Monitoring and reporting actual availability
3. Improvement activities, to ensure that services continue to meet or exceed their availability goals

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

**Answer: B**

**Question: 87**

Which of the following statements about Incident reporting and logging is CORRECT?

- A. Incidents can only be reported by users, since they are the only people who know when a service has been disrupted
- B. Incidents can be reported by anyone who detects a disruption or potential disruption to normal service. This includes technical staff
- C. All calls to the Service Desk must be logged as Incidents to assist in reporting Service Desk activity
- D. Incidents reported by technical staff must be logged as Problems because technical staff manage infrastructure devices not services

**Answer: B**

**Question: 88**

Which of the following delivery strategies is described as, "Formal arrangements between two or more organizations to work together to design, develop, transition, maintain, operate and/or support IT services"?

- A. Insourcing
- B. Application Service Provision
- C. Multi-sourcing
- D. Knowledge Process Outsourcing

**Answer: C**

**Question: 89**

What would be the next step in the Continual Service Improvement (CSI) Model after:

1. What is the vision?
  2. Where are we now?
  3. Where do we want to be?
  4. How do we get there? 5. Did we get there? 6. ?
- A. What is the Return On Investment (ROI)?
  - B. How much did it cost?
  - C. How do we keep the momentum going?
  - D. What is the Value On Investment (VOI)?

**Answer: C**

**Question: 90**

Which of the following might be used to manage an Incident?

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1. Incident Model
2. Known Error Record

- A. 1 only
- B. 2 only
- C. Both of the above
- D. Neither of the above

**Answer: C**

**Question: 91**

What is the BEST description of a 'Major Incident'?

- A. An Incident that is so complex that it requires root cause analysis before a workaround can be found
- B. An Incident which requires a large number of people to resolve
- C. An Incident logged by a senior manager
- D. An Incident which has a high priority or high impact on the business

**Answer: D**

**Question: 92**

Which of the following statements is CORRECT?

- A. Service Operation ensures that organizations are in a position to handle the costs and risks associated with their service portfolios
- B. Continual Service Improvement contains guidance on supporting IT operations through models such as shared services
- C. Service Transition contains guidance on transferring services from strategy into the design phase of the Service Lifecycle
- D. Service Design provides guidance for the development of services and service management processes

**Answer: D**

**Question: 93**

Which of the following are Service Desk organizational structures?

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

**Answer: A**

**Question: 94**

What is the definition of an Alert?

- A. An audit report that indicates areas where IT is not performing according to agreed procedures



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- B. A type of Incident
- C. An error message to the user of an application
- D. A warning that a threshold has been reached or that something has changed

**Answer: D**

**Question: 95**

Which of the following is NOT one of the five individual aspects of Service Design?

- A. The design of the Service Portfolio, including the Service Catalogue
- B. The design of new or changed services
- C. The design of Market Spaces
- D. The design of the technology architecture and management systems

**Answer: C**

**Question: 96**

Understanding customer usage of services and how this varies over time is part of which process?

- A. Service Portfolio Management
- B. Service Level Management
- C. Component Capacity Management
- D. Demand Management

**Answer: D**

**Question: 97**

Which of the following is NOT a responsibility of Application Management?

- A. Ensuring that the correct infrastructure management skills are available
- B. Assisting in the design of the application
- C. Providing guidance to IT Operations about how best to manage the application
- D. Contributing to the decision on whether to buy or build an application

**Answer: A**

**Question: 98**

The Service Catalogue can be BEST described as:

- A. A document used by Service Operations to identify activities that they must perform
- B. A list of all Service Level Agreements
- C. A list of all business requirements that have not yet become services
- D. The part of the Service Portfolio that is visible to customers

**Answer: D**

**Question: 99**

Which of the following statements is CORRECT?

- A. The Configuration Management System is part of the Known Error Data Base
- B. The Service Knowledge Management System is part of the Configuration Management System
- C. The Configuration Management System is part of the Service Knowledge Management system
- D. The Configuration Management System is part of the Configuration Management Database



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**Answer: C**

**Question: 100**

How is the Service Catalogue used to add value to the service provider organisation?

- A. Showing the business impact of a change
- B. Displaying the relationships between Configuration Items
- C. Providing a central source of information on the IT services delivered
- D. To predict the root cause of issues in the IT infrastructure

**Answer: C**

**Question: 101**

The three sub-processes of Capacity Management are:

- A. Business Capacity Management, Service Capacity Management and Component Capacity Management
- B. Supplier Capacity Management, Service Capacity Management and Component Capacity Management
- C. Supplier Capacity Management, Service Capacity Management and Technology Capacity Management
- D. Business Capacity Management, Technology Capacity Management and Component Capacity Management

**Answer: A**

**Question: 102**

Which of the following statements BEST describes the aims of Release and Deployment Management?

- A. To build, test and deliver the capability to provide the services specified by Service Design and that will accomplish the stakeholders' requirements and deliver
- B. the intended objectives
- C. To ensure that each Release package specified by Service Design consists of a set of related assets and service components that are compatible with each other
- D. To ensure that all Release and Deployment packages can be tracked, installed, tested, verified and/or uninstalled or backed out if appropriate
- E. To record and manage deviations, risks and issues related to the new or changed service

**Answer: A**

**Question: 103**

The BEST description of the guidance provided by Service Design is:

- A. The design and development of services and service management processes
- B. The design and development of new services
- C. The day-to-day operation and support of services
- D. The design and development of service improvements

**Answer: A**

**Question: 104**

Which of the following options is a hierarchy that is used in Knowledge Management?



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- A. Wisdom - Information - Data - Knowledge
- B. Data - Information - Knowledge - Wisdom
- C. Knowledge - Wisdom - Information - Data
- D. Information - Data - Knowledge - Wisdom

**Answer: B**

**Question: 105**

Which of the following functions would be responsible for management of a data centre?

- A. Technical Management
- B. Service Desk
- C. IT Operations Control
- D. Facilities Management

**Answer: D**

**Question: 106**

Governance is concerned with:

- A. Measuring and improving the efficiency and effectiveness of processes
- B. Ensuring that processes and procedures are correctly followed
- C. Reducing the total cost of providing services
- D. Ensuring that agreed Service Level Requirements are met

**Answer: B**

**Question: 107**

Which of the following BEST describes a Service Desk?

- A. A process within Service Operation providing a single point of contact
- B. A dedicated number of staff handling service requests
- C. A dedicated number of staff answering questions from users
- D. A dedicated number of staff handling Incidents and service requests

**Answer: D**

**Question: 108**

What is the Service V Model used for?

- A. Monitoring and measuring services as part of Continual Service Improvement (CSI)
- B. Managing the five aspects of Service Design
- C. The day-to-day management of services
- D. Identifying different levels of validation and testing that can be carried out

**Answer: D**

**Question: 109**

Which of the following CANNOT be provided by a tool?

- A. Knowledge
- B. Information
- C. Wisdom
- D. Data



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**Answer: C**

**Question: 110**

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

- A. It is measurable
- B. Delivers specific results
- C. Responds to specific events
- D. A method of structuring an organisation

**Answer: D**

**Question: 111**

"Service Management is a set of specialized organizational capabilities for providing value to customers in the form of services". These specialized organizational capabilities include which of the following?

- A. Applications and Infrastructure
- B. Functions and Processes
- C. Service Pipeline and Service Catalogue
- D. Markets and Customers

**Answer: B**

**Question: 112**

Staff in an IT department are experts in managing specific technology, but none of them know what services are offered to the business. What imbalance does this represent?

- A. Extreme focus on responsiveness
- B. Extreme focus on cost
- C. Vendor focused
- D. Extreme internal focus

**Answer: D**

**Question: 113**

A risk is:

- A. Something that won't happen
- B. Something that will happen
- C. Something that has happened
- D. Something that might happen

**Answer: D**

**Question: 114**

Which Service Design process makes the most use of data supplied by Demand Management?

- A. Service Catalogue Management
- B. Service Level Management
- C. IT Service Continuity Management
- D. Capacity Management

**Answer: D**



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**Question: 115**

In which core 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

**Answer: B**

**Question: 116**

Which of the following is NOT a valid objective of Request Fulfillment?

- A. To provide information to users about what services are available and how to request them
- B. To update the Service Catalogue with services that may be requested through the Service Desk
- C. To provide a channel for users to request and receive standard services
- D. To source and deliver the components of standard services that have been requested

**Answer: B**

**Question: 117**

Which of the following provides resources to resolve operational and support issues during Release and Deployment?

- A. Early Life Support
- B. Service Test Manager
- C. Evaluation
- D. Release Packaging and Build Manager

**Answer: A**

**Question: 118**

Which of these would fall outside the scope of a typical service change management process

- A. A change to a contract with a supplier
- B. A firmware upgrade to a server that is only used for IT Service Continuity purposes
- C. An urgent need to replace a CPU to restore a service during an incident
- D. A change to a business process that depends on IT Services

**Answer: D**

**Question: 119**

What are Request Models used for?

- A. Capacity Management
- B. Modelling arrival rates and performance characteristics of service requests
- C. Comparing the advantages and disadvantages of different Service Desk approaches such as local or remote
- D. Identifying frequently received user requests and defining how they should be handled

**Answer: D**

**Question: 120**

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"Planning and managing the resources required to deploy a release into production" is a purpose of which part of the Service Lifecycle?

- A. Service Operation
- B. Service Strategy
- C. Service Transition
- D. Continual Service Improvement

**Answer: C**

**Question: 121**

Which stage of the Change Management process deals with what should be done if the change is unsuccessful?

- A. Remediation Planning
- B. Categorization
- C. Prioritization
- D. Review and Close

**Answer: A**

**Question: 122**

Which part of the service lifecycle is responsible for coordinating and carrying out the activities and processes required to deliver and manage services at agreed levels to business users and customers?

- A. Continual Service Improvement
- B. Service Transition
- C. Service Design
- D. Service Operation

**Answer: D**

**Question: 123**

How many people should be accountable for a process as defined in the RACI model?

- A. As many as necessary to complete the activity
- B. Only one - the process owner
- C. Two - the process owner and the process enactor
- D. Only one - the process architect

**Answer: B**

**Question: 124**

A Known Error has been raised after diagnosis of a Problem was complete but before a workaround has been found. Is this a valid approach?

- A. Yes
- B. No, the workaround must be found before a Known Error is created
- C. No, a Known Error can only be raised after the permanent resolution has been implemented
- D. No, a Known Error must be raised at the same time as a problem

**Answer: A**

**Question: 125**

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Which of the following is the BEST definition of the term Service Management?

- A. A set of specialised 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

**Answer: A**

**Question: 126**

What is the objective of Access Management?

- A. To provide security staff for Data Centers and other buildings
- B. To manage access to computer rooms and other secure locations
- C. To manage access to the Service Desk
- D. To manage the right to use a service or group of services

**Answer: D**

**Question: 127**

Which of the following BEST describes a Change Authority?

- A. The Change Advisory Board
- B. A person that provides formal authorisation for a particular type of change.
- C. A role, person or a group of people that provides formal authorisation for a particular type of change.
- D. The Change Manager who provides formal authorisation for each change

**Answer: C**

**Question: 128**

In which document would you expect to see an overview of actual service achievements against targets?

- A. Operational Level Agreement (OLA)
- B. Capacity Plan
- C. Service Level Agreement (SLA)
- D. SLA Monitoring Chart (SLAM)

**Answer: D**

**Question: 129**

Which of the following would a Major Problem Review examine?

1. Things that were done correctly
2. Those things that were done incorrectly
3. How to prevent recurrence
4. What could be done better in the future

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



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**Answer: D**

**Question: 130**

Contracts are used to define:

- A. The provision of IT services or business services by a Service Provider
- B. The provision of goods and services by Suppliers
- C. Service Levels that have been agreed between the Service Provider and their Customer.
- D. Metrics and Critical Success Factors (CSFs) in an external agreement

**Answer: B**

**Question: 131**

Why are public frameworks and standards (such as ITIL) attractive when compared to proprietary knowledge?

- A. Proprietary Knowledge is difficult to adopt, replicate or transfer since it is often undocumented
- B. Public standards are always cheaper to adopt
- C. Public frameworks are prescriptive and tell you exactly what to do
- D. Proprietary knowledge has been tested in a wide range of environments

**Answer: A**

**Question: 132**

Which of the following is NOT a purpose of Service Transition?

- A. To ensure that a service can be managed, operated and supported
- B. To provide training and certification in project management
- C. To provide quality knowledge of Change, Release and Deployment Management
- D. To plan and manage the capacity and resource requirements to manage a release

**Answer: B**

**Question: 133**

Which of these is the correct set of steps for the Continual Service Improvement Model?

- A. Devise a strategy; Design the solution; Transition into production; Operate the solution; Continually Improve
- B. Where do we want to be?; How do we get there?; How do we check we arrived?; How do we keep the momentum going?
- C. Identify the required business outcomes; Plan how to achieve the outcomes; Implement the plan; Check the plan has been properly implemented; Improve the solution
- D. What is the vision?; Where are we now?; Where do we want to be?; How do we get there?; Did we get there?; How do we keep the momentum going?

**Answer: D**

**Question: 134**

Customer perceptions and business outcomes help to define what?

- A. The value of a service
- B. Customer satisfaction
- C. Total cost of ownership
- D. Key performance indicators



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**Answer: A**

**Question: 135**

In the phrase "People, Processes, Products and Partners". Products refers to:

- A. IT Infrastructure and Applications
- B. Services, technology and tools
- C. Goods provided by third parties to support the IT Services
- D. All assets belonging to the Service Provider

**Answer: B**

**Question: 136**

Match the following activities with the Deming Cycle stages

- 1. Monitor, Measure and Review
- 2. Continual Improvement
- 3. Implement Initiatives
- 4. Plan for Improvement

- A. 1 Plan, 2 Do, 3 Check, 4 Act
- B. 3 Plan, 2 Do, 4 Check, 1 Act
- C. 4 Plan, 3 Do, 1 Check, 2 Act
- D. 2 Plan, 3 Do, 4 Check, 1 Act

**Answer: C**

**Question: 137**

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

**Answer: C**

**Question: 138**

Which of the following should NOT be a concern of Risk Management?

- A. To ensure that the organization can continue to operate in the event of a major disruption or disaster
- B. To ensure that the workplace is a safe environment for its employees and customers
- C. To ensure that the organization assets, such as information, facilities and building are protected from threats, damage or loss
- D. To ensure only the change requests with mitigated risks are approved for implementation

**Answer: D**

**Question: 139**

Which of the following is the BEST description of a relationship in Service Asset and Configuration Management?

- A. Describes the topography of the hardware
- B. Describes how the Configuration Items (CIs) work together to deliver the services
- C. Defines which software should be installed on a particular piece of hardware



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D. Defines how version numbers should be used in a release

**Answer: B**

**Question: 140**

Effective Service Transition can significantly improve a service provider's ability to handle high volumes of what?

- A. Service level requests
- B. Changes and Releases
- C. Password resets
- D. Incidents and Problems

**Answer: B**

**Question: 141**

What guidance does ITIL give on the frequency of production of service reporting?

- A. Service reporting intervals must be defined and agreed with the customers
- B. Reporting intervals should be set by the Service Provider
- C. Reports should be produced weekly
- D. Service reporting intervals must be the same for all services

**Answer: A**

**Question: 142**

The MAIN objective of Service Level Management is:

- A. To carry out the Service Operations activities needed to support current IT services
- B. To ensure that sufficient capacity is provided to deliver the agreed performance of services
- C. To create and populate a Service Catalogue
- D. To ensure that an agreed level of IT service is provided for all current IT services

**Answer: D**

**Question: 143**

Data used to support the capacity management process should be stored in:

- A. A configuration management database (CMDB)
- B. A capacity database (CDB)
- C. A configuration management system (CMS)
- D. A capacity management information system (CMIS)

**Answer: D**

**Question: 144**

Which of the following is NOT a benefit of using public frameworks and standards?

- A. Knowledge of public frameworks is more likely to be widely distributed
- B. They are always free ensuring they can be implemented quickly
- C. They are validated across a wide range of environments making them more robust
- D. They make collaboration between organizations easier by giving a common language

**Answer: B**



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**Question: 145**

Which of the following is the BEST description of a Service-based Service Level Agreement (SLA)?

- A. An agreement with an individual customer group, covering all the services that they use
- B. An agreement that covers one service for a single customer
- C. An agreement that covers service specific issues in a multi-level SLA structure
- D. An agreement that covers one service for all users of that service

**Answer: D**

**Question: 146**

What are the categories of event described in the ITIL Service Operation book?

- A. Informational, Scheduled, Normal
- B. Scheduled, Unscheduled, Emergency
- C. Informational, Warning, Exception
- D. Warning, Reactive, Proactive

**Answer: C**

**Question: 147**

Which Problem Management activity helps to ensure that the true nature of the problem can be easily traced and meaningful management information can be obtained?

- A. Categorization
- B. Logging
- C. Prioritization
- D. Closure

**Answer: A**

**Question: 148**

A consultant has made two recommendations to you in a report:

1. To include legal terminology in your Service Level Agreements(SLAs)
  2. It is not necessary to be able to measure all the targets in an SLA
- Which of the recommendations conform to Service Level Management good practice?

- A. 1 only
- B. 2 only
- C. Both of the above
- D. Neither of the above

**Answer: D**

**Question: 149**

Which model delivers a view of the services, assets and infrastructure?

- A. Incident Model
- B. Problem Model
- C. Configuration Model
- D. Change Model

**Answer: C**



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**Question: 150**

Consider the following list:

1. Change Authority
2. Change Manager
3. Change Advisory Board (CAB)

What are these BEST described as?

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

**Answer: D**

**Question: 151**

What type of improvement should be achieved by using the Deming Cycle?

- A. Rapid, one-off improvement
- B. Return on investment within 12 months
- C. Quick wins
- D. Steady, ongoing improvement

**Answer: D**

**Question: 152**

Which of the following statements is CORRECT?

- A. Process owners are more important to service management than service owners
- B. Service owners are more important to service management than process owners
- C. Service owners are as important to service management as process owners
- D. Process owners and service owners are not required within the same organization

**Answer: C**

**Question: 153**

Access Management is closely related to which other processes?

- A. Availability Management only
- B. Information Security Management and 3rd line support
- C. Information Security Management and Availability Management
- D. Information Security Management only

**Answer: C**

**Question: 154**

The BEST definition of an Incident is:

- A. An unplanned disruption of service unless there is a backup to that service
- B. An unplanned interruption or reduction in the quality of an IT Service
- C. Any disruption to service whether planned or unplanned
- D. Any disruption to service that is reported to the Service Desk, regardless of whether the service is impacted or not

**Answer: B**



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**Question: 155**

Service Transition contains detailed descriptions of which processes?

- A. Change Management, Service Asset and Configuration Management, Release and Deployment Management
- B. Change Management, Capacity Management Event Management, Service Request Management
- C. Service Level Management, Service Portfolio Management, Service Asset and Configuration Management
- D. Service Asset and Configuration Management, Release and Deployment Management, Request Fulfilment

**Answer: A**

**Question: 156**

A Known Error has been raised after diagnosis of a Problem was complete but before a workaround has been found. Is this a valid approach?

- A. Yes
- B. No, the workaround must be found before a Known Error is created
- C. No, a Known Error can only be raised after the permanent resolution has been implemented
- D. No, a Known Error must be raised at the same time as a problem

**Answer: A**

**Question: 157**

In the Continual Service Improvement (CSI) model, the stage 'How do we get there?' is underpinned by which set of activities?

- A. Baseline assessments
- B. Service and process improvements
- C. Taking measurements and recording metrics
- D. Setting measurement targets

**Answer: B**

**Question: 158**

Which of the following statements about the Service Portfolio and Service Catalogue is the MOST CORRECT?

- A. The Service Catalogue only has information about services that are live, or being prepared for deployment; the Service Portfolio only has information about services which are being considered for future development
- B. The Service Catalogue has information about all services; the Service Portfolio only has information about services which are being considered for future development
- C. The Service Portfolio has information about all services; the Service Catalogue only has information about services which are live, or being prepared for deployment
- D. Service Catalogue and Service Portfolio are different names for the same thing

**Answer: C**

**Question: 159**

Within Service Design, what is the key output handed over to Service Transition?



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- A. Measurement, methods and metrics
- B. Service Design Package
- C. Service Portfolio Design
- D. Process definitions

**Answer: B**

**Question: 160**

Which of the following statements is CORRECT?

- A. Process owners are more important to service management than service owners
- B. Service owners are more important to service management than process owners
- C. Service owners are as important to service management as process owners
- D. Process owners and service owners are not required within the same organization

**Answer: C**

**Question: 161**

In which of the following situations should a Problem Record be created?

- A. An event indicates that a redundant network segment has failed but it has not impacted any users
- B. An Incident is passed to second-level support
- C. A Technical Management team identifies a permanent resolution to a number of recurring Incidents
- D. Incident Management has found a workaround but needs some assistance in implementing it

**Answer: C**

**Question: 162**

Which of the following is the BEST description of a relationship in Service Asset and Configuration Management?

- A. Describes the topography of the hardware
- B. Describes how the Configuration Items (CIs) work together to deliver the services
- C. Defines which software should be installed on a particular piece of hardware
- D. Defines how version numbers should be used in a release

**Answer: B**

**Question: 163**

When should tests for a new service be designed?

- A. At the same time as the service is designed
- B. After the service has been designed, before the service is handed over to Service Transition
- C. As part of Service Transition
- D. Before the service is designed

**Answer: A**

**Question: 164**

Which of the following is the BEST definition of an Event?

- A. Any detectable or discernable occurrence that has significance for the management of the IT infrastructure



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- B. An unplanned interruption to an IT service
- C. The unknown cause of one or more Incidents
- D. Reducing or eliminating the cause of an Incident or Problem

**Answer: A**

**Question: 165**

Defining the processes needed to operate a new service is part of:

- A. Service Design: Design the processes
- B. Service Strategy: Develop the offerings
- C. Service Transition: Plan and prepare for deployment
- D. Service Operation: IT Operations Management

**Answer: A**

**Question: 166**

What are the three types of metrics that an organization should collect to support Continual Service Improvement (CSI)?

- A. Return On Investment (ROI), Value On Investment (VOI), quality
- B. Strategic, tactical and operational
- C. Critical Success Factors (CSFs), Key Performance Indicators (KPIs), activities
- D. Technology, process and service

**Answer: D**

**Question: 167**

Ensuring that the confidentiality, integrity and availability of the services are maintained to the levels agreed on the Service Level Agreement (SLA) is the responsibility of which role?

- A. The Service Level Manager
- B. The Configuration Manager
- C. The Change Manager
- D. The Information Security Manager

**Answer: D**

**Question: 168**

What are the two major processes in Problem Management?

- A. Technical and Service
- B. Resource and Proactive
- C. Reactive and Technical
- D. Proactive and Reactive

**Answer: D**

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