



# EX0-001<sup>Q&As</sup>

ITIL Foundation (syllabus 2011)

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### QUESTION 1

Which role is accountable for the operational management of a process?

- A. Process practitioner
- B. Process manager
- C. Service manager
- D. Change manager

Correct Answer: B

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### QUESTION 2

Which part of ITIL provides guidance in adapting good practice for specific business environments and organizational strategies?

- A. The ITIL Complementary Guidance
- B. The Service Support book
- C. Pocket Guides
- D. The Service Strategy book

Correct Answer: A

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### QUESTION 3

What do customer perceptions and business outcomes help to define?

- A. The value of a service
- B. Governance
- C. Total cost of ownership (TCO)
- D. Key performance indicators (KPIs)

Correct Answer: A

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### QUESTION 4

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 5

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

A. Continual service improvement

B. Change management

C. Service level management

D. Availability management

Correct Answer: C

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