EX0-001 Q&As

ITIL Foundation (syllabus 2011)

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QUESTION 1

Before embarking on the 7-step Continual Service Improvement (CSI) process, which of the following items need to be identified?

A. Business Objectives, IT Objectives, Process Metrics

B. Process Models, Goals and Objectives

C. Vision and Strategy, Tactical Goals and Operational Goals

D. Business and IT Strategy and Process Definitions

Correct Answer: C

QUESTION 2

In which core publication can you find detailed descriptions of Service Level Management, Availability Management, Supplier Management and IT Service Continuity Management?

A. Service Transition

B. Service Design

C. Service Strategy

D. Service Operation

Correct Answer: B

QUESTION 3

Which of the following should be considered when designing measurement systems, methods and metrics?

1.

 The services

2.

 The architectures

3.

 The configuration items

4.

 The processes

A. 1, 2 and 3 only

B. 1, 3 and 4 only

C. 2, 3 and 4 only

D. All of the above

Correct Answer: D

QUESTION 4

Which of the following models would be MOST useful in helping to define roles and responsibilities in an organization structure?

A. RACI model

B. Incident model

C. Continual service improvement (CSI) model

D. The Deming Cycle

Correct Answer: A

QUESTION 5

What should a service always deliver to customers?

A. Applications

B. Infrastructure

C. Value

D. Resources

Correct Answer: C

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