



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

ITIL Foundation (syllabus 2011)

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### QUESTION 1

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

Correct Answer: D

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### QUESTION 2

Which one of the following activities does application management perform?

- A. Defining where the vendor of an application should be located
- B. Ensuring that the required functionality is available to achieve the required business outcome
- C. Deciding who the vendor of the storage devices will be
- D. Agreeing the service levels for the service supported by the application

Correct Answer: B

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### QUESTION 3

Which process will regularly analyse incident data to identify discernible trends?

- A. Service level management
- B. Problem management
- C. Change management
- D. Event management

Correct Answer: B

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### QUESTION 4

Which function or process would provide staff to monitor events in an operations bridge?

- A. Technical management
- B. IT operations management



C. Request fulfillment

D. Applications management

Correct Answer: B

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#### QUESTION 5

Which of the following is the BEST reason for categorizing incidents?

A. To establish trends for use in problem management and other IT service management (ITSM) activities

B. To ensure service levels are met and breaches of agreements are avoided

C. To enable the incident management database to be partitioned for greater efficiency

D. To identify whether the user is entitled to log an incident for this particular service

Correct Answer: A

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