



EX0-001^{Q&As}

ITIL Foundation (syllabus 2011)

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QUESTION 1

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

Correct Answer: B

QUESTION 2

Which of the following is NOT defined as part of every process?

- A. Roles
- B. Inputs and outputs
- C. Functions
- D. Metrics

Correct Answer: C

QUESTION 3

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

- A. Technical management
- B. Service desk
- C. Application management
- D. Facilities management

Correct Answer: D

QUESTION 4

One of the five major aspects of Service Design is the design of the service solutions. It includes?

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



- C. Only capabilities needed and agreed
- D. Only resources and capabilities needed

Correct Answer: A

QUESTION 5

Check, Act and Plan are three of the stages of the Deming Cycle. Which is the fourth?

- A. Do
- B. Perform
- C. Implement
- D. Measure

Correct Answer: A

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