



EX0-101^{Q&As}

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QUESTION 1

Which of the following service desk organizational structures are described in service operation?

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

Correct Answer: A

QUESTION 2

Which one of the following do technology metrics measure?

- A. Components
B. Processes
C. The end-to-end service
D. Customer satisfaction

Correct Answer: A

QUESTION 3

Which of the following are managed by facilities management?

1.
Hardware within a data centre or computer room



2.

Applications

3.

Power and cooling equipment

4.

Recovery sites

A. 1, 2 and 3 only

B. All of the above

C. 1, 3 and 4 only

D. 1 and 3 only

Correct Answer: C

QUESTION 4

Which one of the following is the BEST definition of the term service management?

A. A set of specialized 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

Correct Answer: A

QUESTION 5

Which process is responsible for ensuring that appropriate testing takes place?

A. Knowledge management

B. Release and deployment management

C. Service asset and configuration management

D. Service level management

Correct Answer: B



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