



# EX0-101<sup>Q&As</sup>

ITIL Foundation V 3.0 & ITIL Foundation

**Pass home EX0-101 Exam with 100% Guarantee**

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.pass4itsure.com/ex0-101.html>

100% Passing Guarantee  
100% Money Back Assurance

Following Questions and Answers are all new published by home  
Official Exam Center

-  **Instant Download** After Purchase
-  **100% Money Back** Guarantee
-  **365 Days** Free Update
-  **800,000+** Satisfied Customers





#### QUESTION 1

Which one of the following is the purpose of service level management?

- A. To carry out the service operations activities needed to support current IT services
- B. To ensure that sufficient capacity is provided to deliver the agreed performance of services
- C. To create and populate a service catalogue
- D. To ensure that an agreed level of IT service is provided for all current IT services

Correct Answer: D

---

#### QUESTION 2

Which one of the following is the BEST description of a service-based service level agreement (SLA)?

- A. An agreement with an individual customer group, covering all the services that they use
- B. An agreement that covers one service for a single customer
- C. An agreement that covers service specific issues in a multi-level SLA structure
- D. An agreement that covers one service for all customers of that service

Correct Answer: D

---

#### QUESTION 3

Which one of the following is the BEST description of a service request?

- A. A request from a user for information, advice or for a standard change
- B. Anything that the customer wants and is prepared to pay for
- C. Any request or demand that is entered by a user via a self-help web-based interface
- D. Any request for change (RFC) that is low-risk and which can be approved by the change manager without a change advisory board (CAB) meeting

Correct Answer: A

---

#### QUESTION 4

Which one of the following activities are carried out during the Where do we want to be? step of the continual service improvement (CSI) approach?

- A. Implementing service and process improvements



- B. Reviewing measurements and metrics
- C. Creating a baseline
- D. Defining measurable targets

Correct Answer: D

---

#### QUESTION 5

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

[EX0-101 PDF Dumps](#)

[EX0-101 VCE Dumps](#)

[EX0-101 Exam Questions](#)