



EX0-101^{Q&As}

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QUESTION 1

Which one of the following statements is CORRECT?

- A. The configuration management system is part of the known error database
- B. The service knowledge management system is part of the configuration management system
- C. The configuration management system is part of the service knowledge management system
- D. The configuration management system is part of the configuration management database

Correct Answer: C

QUESTION 2

What is the BEST description of an operational level agreement (OLA)?

- A. An agreement between the service provider and another part of the same organization
- B. An agreement between the service provider and an external organization
- C. A document that describes to a customer how services will be operated on a day-to-day basis
- D. A document that describes business services to operational staff

Correct Answer: A

QUESTION 3

Which of the following is an objective/are objectives of the service strategy stage of the service lifecycle?

- 1.
Providing an understanding of what strategy is
 - 2.
Ensuring a working relationship between the customer and service provider
 - 3.
Defining how value is created
- A. 1 only
 - B. 2 only
 - C. 3 only
 - D. All of the above



Correct Answer: D

QUESTION 4

Which one of the following includes four stages called Plan, Do, Check and Act?

- A. The Deming cycle
- B. The continual service improvement approach
- C. The seven-step improvement process
- D. The service lifecycle

Correct Answer: A

QUESTION 5

In which of the following areas would ITIL complementary guidance provide assistance?

1.
Adapting best practice for specific industry sectors
2.
Integrating ITIL with other operating models

- A. Both of the above
- B. Neither of the above
- C. Option 1 only
- D. Option 2 only

Correct Answer: A

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