



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

ITIL Foundation (syllabus 2011)

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### QUESTION 1

Which process is responsible for eliminating recurring incidents and minimizing the impact of incidents that cannot be prevented?

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

Correct Answer: B

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### QUESTION 2

Which of the following are types of service defined in ITIL?

- 1.  
Core
  - 2.  
Enabling
  - 3.  
Special
- A. 1 and 3 only
  - B. All of the above
  - C. 1 and 2 only
  - D. 2 and 3 only

Correct Answer: C

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### QUESTION 3

From the perspective of the service provider, what is the person or group who defines or and agrees their service targets known as?

- A. User
- B. Customer
- C. Supplier



D. Administrator

Correct Answer: B

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#### QUESTION 4

Which one of the following activities is NOT part of the Deming Cycle?

- A. Act
- B. Plan
- C. Do
- D. Co-ordinate

Correct Answer: D

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#### QUESTION 5

Which of the following provides resources to resolve operational and support issues during Release and Deployment?

- A. Early Life Support
- B. Service Test Manager
- C. Evaluation
- D. Release Packaging and Build Manager

Correct Answer: A

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#### QUESTION 6

Which of the following activities are performed by a desk?

1.  
Logging details of incidents and service requests
  2.  
Providing first-line investigation and diagnosis
  3.  
Restoring service
  4.  
Implementing all standard changes
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- A. All of the above
- B. 1, 2 and 3 only
- C. 2 and 4 only D. 3 and 4 only

Correct Answer: B

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#### QUESTION 7

Which of the following BEST describes partners in the phrase "people, processes, products and partners"?

- A. Suppliers, manufacturers and vendors
- B. Customers
- C. Internal departments
- D. The facilities management function

Correct Answer: A

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#### QUESTION 8

What type of services are NOT directly used by the business but are required by the service provider to deliver customer facing services?

- A. Business services
- B. Component services
- C. Supporting services
- D. Customer services

Correct Answer: C

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#### QUESTION 9

Which phase of the ITIL lifecycle provides the following benefit: The Total Cost of Ownership (TCO) of a service can be minimized if all aspects of the service, the processes and the technology are considered during development?

- A. Service Design
- B. Service Strategy
- C. Service Operation
- D. Continual Service Improvement

Correct Answer: A

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#### QUESTION 10

Which of the following statements is CORRECT?

- A. IT Service Continuity Management can only take place once Business Continuity Management has been established
- B. Where Business Continuity Management is established, business continuity considerations should form the focus for IT Service Continuity Management
- C. Business Continuity Management and IT Service Continuity Management must be established at the same time
- D. IT Service Continuity Management is not required when IT is outsourced to a third party provider

Correct Answer: B

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#### QUESTION 11

Which is the CORRECT list for the three levels of a multi level Service Level Agreement(SLA)?

- A. Technology, Customer, User
- B. Corporate, Customer, Service
- C. Corporate, Customer, Technology
- D. Service, User, IT

Correct Answer: B

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#### QUESTION 12

Access management is closely related to which other process?

- A. Capacity management only
- B. 3rd line support
- C. Information security management
- D. Change management

Correct Answer: C

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#### QUESTION 13

What is the primary focus of business capacity management?

- A. Management, control and prediction of the performance, utilization and capacity of individual elements of IT technology



- B. Review of all capacity supplier agreements and underpinning contracts with supplier management
- C. Management, control and prediction of the end-to-end performance and capacity of the live, operational IT services
- D. Future business requirements for IT services are quantified, designed, planned and implemented in a timely fashion

Correct Answer: D

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#### QUESTION 14

Which of these would fall outside the scope of a typical service change management process?

- A. A change to a contract with a supplier
- B. A firmware upgrade to a server that is only used for IT Service Continuity purposes
- C. An urgent need to replace a CPU to restore a service during an incident
- D. A change to a business process that depends on IT Services

Correct Answer: D

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#### QUESTION 15

IT Service Continuity strategy should be based on:

- 1) Design of the service technology 2) Business continuity strategy 3) Business Impact Analysis 4) Risk assessment
- A. 1, 2 and 4 only
  - B. 1, 2 and 3 only
  - C. 2, 3 and 4 only
  - D. 1, 3 and 4 only

Correct Answer: C

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