

DUMPS ARENA

ITIL Foundation (syllabus 2011)

Exin EX0-001

Version Demo

Total Demo Questions: 20

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Topic Break Down

| Topic | No. of Questions |
|-------------------|------------------|
| Topic 1, Volume A | 59 |
| Topic 2, Volume B | 60 |
| Topic 3, Volume C | 60 |
| Topic 4, Volume D | 60 |
| Topic 5, Volume E | 60 |
| Topic 6, Volume F | 60 |
| Topic 7, Volume G | 65 |
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QUESTION NO: 1

Which stage of the continual service improvement (CSI) approach is BEST described by the phrase 'Understand and agree on the priorities for improvement based on a deeper development of the principles defined in the vision'?

- A. Where are we now?
- B. Where do we want to be?
- C. How do we get there?
- D. Did we get there?

ANSWER: B

QUESTION NO: 2

Which of the following BEST describes a problem?

- A. An issue reported by a user
- B. The cause of two or more incidents
- C. A serious incident which has a critical impact to the business
- D. The cause of one or more incidents

ANSWER: D

QUESTION NO: 3

"Planning and managing the resources required to deploy a release into production" is a purpose of which part of the Service Lifecycle?

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

ANSWER: C

QUESTION NO: 4

Undertaking a gap analysis is a key activity within which part of the Deming Cycle for improving services and service management processes?

- A. Plan
- B. Do
- C. Check
- D. Act

ANSWER: A

QUESTION NO: 5

What is the entry point or the first level of the V model?

- A. Customer / Business Needs
- B. Service Release
- C. Service Requirements
- D. Service Solution

ANSWER: A

QUESTION NO: 6

What are the publications that provide guidance specific to industry sectors and organization types known as?

- A. The Service Strategy and Service Transition books
- B. The ITIL Complementary Guidance
- C. The Service Support and Service Delivery books
- D. Pocket Guides

ANSWER: B

QUESTION NO: 7

How many times should each stage of the Plan, Do, Check, Act (PDCA) cycle be visited?

- A. Each stage should be carried out once in the order Plan-Do-Check-Act
- B. There should be a single Plan, then the Do-Check-Act cycle should be repeated multiple times to implement Continual Improvement

- C. There should be a single Plan and Do, then Check and Act should be carried out multiple times to implement Continual Improvement
- D. The entire cycle should be repeated multiple times to implement Continual Improvement

ANSWER: D

QUESTION NO: 8

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

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

ANSWER: D

QUESTION NO: 9

Which of the following is NOT an objective of Continual Service Improvement?

- A. Review and analyze Service Level Achievement results
- B. Identify activities to improve the efficiency of service management processes
- C. Improve the cost effectiveness of IT services without sacrificing customer satisfaction
- D. Conduct activities to deliver and manage services at agreed levels to business users

ANSWER: D

QUESTION NO: 10

Which of the following statements is CORRECT?

1. The only phase of the Service Management Lifecycle where value can be measured is Service Operation
 2. All of the phases of the lifecycle are concerned with the value of IT services
- A. Both of the above
 - B. Neither of the above

- C. 2 only
- D. 1 only

ANSWER: C

QUESTION NO: 11

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

ANSWER: B

QUESTION NO: 12

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

ANSWER: D

QUESTION NO: 13

Understanding customer usage of services and how this varies over the Business Lifecycle is part of which process?

- A. Service Portfolio Management
- B. Service Level Management
- C. Component Capacity Management
- D. Demand Management

ANSWER: D

QUESTION NO: 14

To add value to the business, what are the four reasons to monitor and measure?

- A. Validate; Direct; Justify; Improve
- B. Evaluate; Diagnose; Justify; Intervene
- C. Validate; Direct; Justify; Intervene
- D. Evaluate; Direct; Justify; Improve

ANSWER: C**QUESTION NO: 15**

Which of the following are benefits to the business of implementing service transition?

1. Better reuse and sharing of assets across projects and resources
 2. Reduced cost to design new services
 3. Result in higher volume of successful changes
- A. 1 and 2 only
 - B. 2 and 3 only
 - C. 1 and 3 only
 - D. None of the above

ANSWER: C**QUESTION NO: 16**

What is the primary focus of the business 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

ANSWER: D**QUESTION NO: 17**

Identify the input to the Problem Management process.

- A. Request for Change
- B. Problem Resolution
- C. Incident Records
- D. New Known Errors

ANSWER: C

QUESTION NO: 18

Which of these statements about Service Desk staff is CORRECT?

- A. Service Desk staff should be recruited from people who have high levels of technical skill to minimize the cost of training them
- B. The Service Desk can often be used as a stepping stone for staff to move into other more technical or supervisory roles
- C. The Service Desk should try to have a high level of staff turnover as the training requirements are low and this helps to minimize salaries
- D. Service Desk staff should be discouraged from applying for other roles as it is more cost effective to keep them in the role where they have been trained

ANSWER: B

QUESTION NO: 19

The difference between service metrics and technology metrics is BEST described as?

- A. Service metrics measure the end to end service; Technology metrics measure individual components
- B. Service metrics measure maturity and cost; Technology metrics measure efficiency and effectiveness
- C. Service metrics include critical success factors and Key Performance Indicators; Technology metrics include availability and capacity
- D. Service metrics measure each of the service management processes; Technology metrics measure the infrastructure

ANSWER: A

QUESTION NO: 20

Which of the following are sources of best practice?

1. Academic research

2. Internal experience

3. Industry practices

A. All of the above

B. 1 and 3 only

C. 1 and 2 only

D. 2 and 3 only

ANSWER: A