



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

ITIL Foundation (syllabus 2011)

## Pass EXIN EX0-001 Exam with 100% Guarantee

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

<https://www.geekcert.com/ex0-001.html>

100% Passing Guarantee  
100% Money Back Assurance

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

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





### QUESTION 1

Which process or function is responsible for monitoring activities and events in the IT infrastructure?

- A. Service level management
- B. IT operations management
- C. Capacity management
- D. Incident management

Correct Answer: B

---

### QUESTION 2

Which of the following is NOT a recognized example of a service provider type within the ITIL framework?

- A. Internal
- B. External
- C. Service desk
- D. Shared services unit

Correct Answer: C

---

### QUESTION 3

Which of the following statements describes the objectives of service asset and configuration management?

1.

To identify, control, report and verify service assets and configuration items (CIs)

2.

To account for, manage and protect the integrity of service assets and configuration items

3.

To establish and maintain an accurate and complete configuration management system

4.

To document all security controls together with their operation and maintenance

- A. 1 and 2 only
- B. 1, 2, and 3 only



- C. 1, 3 and 4 only
- D. All of the above

Correct Answer: A

---

#### QUESTION 4

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 5

There are four types of metrics that can be used to measure the capability and performance of processes. Which of the four metrics is missing from the list below?

- 1.  
Progress
- 2.  
Effectiveness
- 3.  
Efficiency
- 4.  
?
- A. Cost
- B. Conformance
- C. Compliance
- D. Capacity

Correct Answer: C

---



VCE & PDF

GeekCert.com

<https://www.geekcert.com/ex0-001.html>

2024 Latest geekcert EX0-001 PDF and VCE dumps Download

---

[EX0-001 VCE Dumps](#)

[EX0-001 Study Guide](#)

[EX0-001 Braindumps](#)