



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

ITIL Foundation (syllabus 2011)

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### QUESTION 1

Which of the following availability management activities are considered to be proactive as opposed to reactive?

1.

Monitoring system availability

2.

Designing availability into a proposed solution

A. Neither of the above

B. Both of the above

C. 1 only

D. 2 only

Correct Answer: D

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### QUESTION 2

Which process would you MOST expect to be involved in the management of Underpinning Contracts?

A. IT Designer/Architect

B. Process Manager

C. Service Catalogue Manager

D. Supplier Manager

Correct Answer: D

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### QUESTION 3

Which of the following are objectives of service level management?

1: Defining, documenting and agreeing the level of FT services to be provided

2: Monitoring, measuring and reporting the actual level of services provided

3: Monitoring and improving customer satisfaction

4:

Identifying possible future markets that the service provider could operate in

A.

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1, 2 and 3 only

B.

1 and 2 only

C.

1, 2 and 4 only

D.

All of the above

Correct Answer: A

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#### QUESTION 4

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?

Correct Answer: B

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#### QUESTION 5

Which of the following is NOT defined as part of every process?

A. Roles

B. Inputs and outputs

C. Functions

D. Metrics

Correct Answer: C

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