EX0-001 Q&As

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QUESTION 1

Configuration Management Databases (CMDBs) and the Configuration Management System (CMS) are both elements of what larger entity?

A. The Asset Register

B. The Service Knowledge Management System

C. The Known Error Database

D. The Information Management System

Correct Answer: B

QUESTION 2

What are Request Models used for?

A. Capacity Management

B. Modelling arrival rates and performance characteristics of service requests

C. Comparing the advantages and disadvantages of different Service Desk approaches such as local or remote

D. Identifying frequently received user requests and defining how they should be handled

Correct Answer: D

QUESTION 3

Which Functions are included in IT operations management?

A. Network management and application management

B. Technical management and change management

C. IT operations control and facilities management

D. Facilities management and release management

Correct Answer: C

QUESTION 4

Which Function would provide staff to monitor events in an Operations Bridge?

A. Applications Management

B. Service Desk

C. Technical Management

D. IT Operations Management

Correct Answer: C

QUESTION 5

What are underpinning contracts used to document?

A. The provision of IT services or business services by a service provider

B. The provision of goods and services by third party suppliers

C. Service levels that have been agreed between the internal service provider and their customer

D. Metrics and critical success factors (CSFs) for internal support teams

Correct Answer: B

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