



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

ITIL Foundation (syllabus 2011)

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#### QUESTION 1

Which of the following options is a hierarchy that is used in knowledge management?

- A. Wisdom - Information - Data - Knowledge
- B. Data - Information - Knowledge - Wisdom
- C. Knowledge - Wisdom - Information - Data
- D. Information - Data - Knowledge - Wisdom

Correct Answer: B

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#### QUESTION 2

Which statement BEST represents the guidance on incident logging?

- A. Incidents must only be logged if a resolution is not immediately available
- B. Only incidents reported to the service desk can be logged
- C. All incidents must be fully logged
- D. The service desk decide which incidents to log

Correct Answer: C

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#### QUESTION 3

As a strategic tool for assessing the value of IT services, Financial Management applies to which of the following service provider types? 1) An internal service provider embedded within a business unit 2) An internal service provider that provides shared IT services 3) An external service provider

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

Correct Answer: A

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#### QUESTION 4

Which of the following combinations covers all the roles in Service Asset and Configuration Management?

- A. Configuration Administrator/Librarian; Configuration Manager; Service Desk Manager; Configuration Analyst;



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CMS/tools Administrator

B. Configuration Administrator/Librarian; Service Asset Manager; Configuration Manager; Configuration Analyst; Configuration control board; CMS/tools Administrator

C. Configuration Manager; Configuration Analyst; CMS/tools Administrator; Librarian; Change Manager

D. Configuration Administrator/Librarian; Configuration Manager; Configuration Analyst; Configuration control board; CMS/tools Administrator; Financial Asset Manager

Correct Answer: B

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### QUESTION 5

What body exists to support the authorization of changes and to assist change management in the assessment and prioritization of changes?

A. The change authorization board

B. The change advisory board

C. The change implementer

D. The change manager

Correct Answer: B

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