



EX0-101^{Q&As}

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QUESTION 1

In which of the following areas would ITIL complementary guidance provide assistance?

1.

Adapting best practice for specific industry sectors

2.

Integrating ITIL with other operating models

A. Both of the above

B. Neither of the above

C. Option 1 only

D. Option 2 only

Correct Answer: A

QUESTION 2

Which of the following service desk organizational structures are described in service operation?

1.

Local service desk

2.

Virtual service desk

3.

IT help desk

4.

Follow the sun

A. 1, 2 and 4 only

B. 2, 3 and 4 only

C. 1, 3 and 4 only

D. 1, 2 and 3 only

Correct Answer: A



QUESTION 3

Which one of the following is an objective of service transition?

- A. To negotiate service levels for new services
- B. To ensure that service changes create the expected business value
- C. To minimize the impact of service outages on day-to-day business activities
- D. To plan and manage entries in the service catalogue

Correct Answer: B

QUESTION 4

Which of the following are managed by facilities management?

- 1.
Hardware within a data centre or computer room
 - 2.
Applications
 - 3.
Power and cooling equipment
 - 4.
Recovery sites
- A. 1, 2 and 3 only
 - B. All of the above
 - C. 1, 3 and 4 only
 - D. 1 and 3 only

Correct Answer: C

QUESTION 5

Which one of the following would be the MOST useful in helping to define roles and responsibilities in an organizational structure?

- A. RACI model
- B. Incident model



C. Continual service improvement (CSI) approach

D. The Deming Cycle

Correct Answer: A

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