

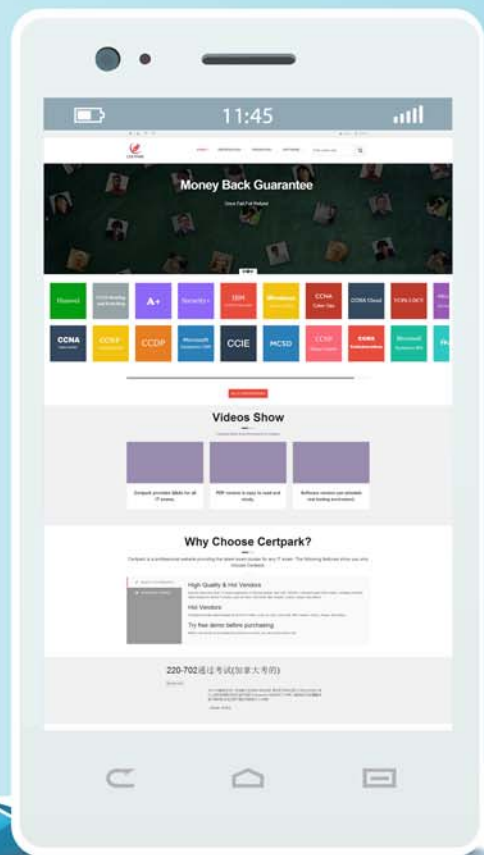
# CERTPARK



## QUESTION & ANSWER

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**Exam** : **EX0-001**

**Title** : ITIL Foundation (syllabus  
2011)

**Version** : Demo

1.Which role is responsible for carrying out the activities of a process?

- A. Process owner
- B. Change manager
- C. Service manager
- D. Process practitioner

**Answer: D**

2.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

**Answer: B**

3.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

**Answer: B**

4.At which stage of the service lifecycle should the processes necessary to operate a new service be defined?

- A. Service design: Design the processes
- B. Service strategy: Develop the offerings
- C. Service transition: Plan and prepare for deployment
- D. Service operation: IT operations management

**Answer: A**

5.Why are public frameworks, such as ITIL, attractive when compared to proprietary knowledge?

- A. Proprietary knowledge may be difficult to adopt, replicate or transfer since it is often undocumented
- B. Public frameworks are always cheaper to adopt
- C. Public frameworks are prescriptive and tell you exactly what to do
- D. Proprietary knowledge has been tested in a wide range of environments

**Answer: A**

6.Which of the following is an objective of business relationship management?

- A. To identify patterns of business activity
- B. To ensure high levels of customer satisfaction
- C. To secure funding to manage the provision of services
- D. To ensure strategic plans for IT services exist

**Answer: B**

7.The design of IT services requires the effective and efficient use of "the four Ps".

What are these four Ps?

- A. People, process, partners, performance
- B. Performance, process, products, plans
- C. People, process, products, partners
- D. People, products, plans, partners

**Answer: C**

8.Which of the following BEST describes service strategies value to the business?

- A. Allows higher volumes of successful change
- B. Reduction in unplanned costs through optimized handling of service outages
- C. Reduction in the duration and frequency of service outages
- D. Enabling the service provider to have a clear understanding of what levels of service will make their customers successful

**Answer: D**

9.Which two processes will contribute MOST to enabling effective problem detection?

- A. Incident and financial management
- B. Change and release and deployment management
- C. Incident and event management
- D. Knowledge and service level management

**Answer: C**

10.Which of the following would be used to communicate a high level description of a major change that involved significant cost and risk to the organization?

- A. Change proposal
- B. Change policy
- C. Service request
- D. Risk register

**Answer: A**

11.Which of the following should be documented in an incident model?

- 1. Details of the service level agreement (SLA) pertaining to the incident
- 2. Chronological order of steps to resolve the incident

- A. 1 only
- B. 2 only
- C. Both of the above
- D. Neither of the above

**Answer: B**

12.Why is it important for service providers to understand patterns of business activity (PBA)?

- A. PBA are based on organizational roles and responsibilities
- B. IT service providers CANNOT schedule changes until they understand PBA
- C. Demand for the services delivered by service providers are directly influenced by PBA
- D. Understanding PBA is the only way to enable accurate service level reporting

**Answer: C**

13.Which one of the following would NOT be defined as part of every process?

- A. Roles
- B. Inputs and outputs
- C. Functions
- D. Metrics

**Answer: C**

14.Which process is responsible for recording the current details, status, interfaces and dependencies of all services that are being run or being prepared to run in the live environment?

- A. Service level management
- B. Service catalogue management
- C. Demand management
- D. Service transition

**Answer: B**

15.A process owner has been identified with an “I” in a RACI matrix.

Which one of the following would be expected of them?

- A. Be accountable for the outcome of an activity
- B. Perform an activity
- C. Be kept up-to-date on the progress of an activity
- D. Manage an activity

**Answer: C**

16.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. 1, 2 and 3 only
- B. 1 and 2 only
- C. 1, 2 and 4 only
- D. All of the above

**Answer: A**

17.Which one of the following do technology metrics measure?

- A. Components
- B. Processes
- C. The end-to-end service
- D. Customer satisfaction

**Answer: A**

18.Which process includes business, service and component sub-processes?

- A. Capacity management
- B. Incident management
- C. Service level management
- D. Financial management

**Answer: A**

19. Which one of the following is NOT part of the service design stage of the service lifecycle?

- A. Designing and maintaining all necessary service transition packages
- B. Producing quality, secure and resilient designs for new or improved services
- C. Taking service strategies and ensuring they are reflected in the service design processes and the service designs that are produced
- D. Measuring the effectiveness and efficiency of service design and the supporting processes

**Answer: A**

20. What is the result of carrying out an activity, following a process or delivering an IT service known as?

- A. Outcome
- B. Incident
- C. Change
- D. Problem

**Answer: A**