



## **EX0-101**

(ITIL Foundation Certificate in IT Service Management)

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Question: 1

Which of the following statements is CORRECT?

1. The only phase of the Service Management Lifecycle where value can be measured is Service Operation
2. All of the phases of the lifecycle are concerned with the value of IT services

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

Answer: B

Question: 2

Which of the following statements is CORRECT for every process?

1. It delivers its primary results to a customer or stakeholder
2. It defines activities that are executed by a single function

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

Answer: B

Question: 3

Which of the following is NOT one of the five individual aspects of Service Design?

- A. The design of the Service Portfolio, including the Service Catalogue
- B. The design of new or changed services
- C. The design of Market Spaces
- D. The design of the technology architecture and management systems

Answer: C

Question: 4

Which of the following is NOT the responsibility of the Service Catalogue Manager?

- A. Ensuring that information in the Service Catalogue is accurate
- B. Ensuring that information within the Service Pipeline is accurate
- C. Ensuring that information in the Service Catalogue is consistent with information in the Service Portfolio

2

D. Ensuring that all

ue

Answer: B

Question: 5

**Which of the follow**

- A. The Configurati
- B. The Service Kno
- C. The KEDB and th
- D. The CMS is part

Data Base (KEDB)

Answer: C

Question: 6

**Which of the follow**

**How do we prioritiz**

**What services to of**

**What are the Patter**

h its guidance?

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

Answer: D

Question: 7

- A. It is
- B. Delivers s
- C. Responds to sp
- D. A method of structu

Answer: D

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