

**Exam : EXIN EX0-101**

**Title : ITIL Foundation v.3  
Certification**

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1. What are the three types of metrics that an organization should collect to support Continual Service Improvement (CSI)?

- A. Return On Investment (ROI), Value On Investment (VOI), quality
- B. Strategic, tactical and operational
- C. Critical Success Factors (CSFs), Key Performance Indicators (KPIs), activities
- D. Technology, process and service

**Answer: D**

2. Event Management, Problem Management, Access Management and Request Fulfilment are part of which stage of the Service Lifecycle?

- A. Service Strategy
- B. Service Transition
- C. Service Operation
- D. Continual Service Improvement

**Answer: C**

3. Reliability is a measure of:

- A. The availability of a service or component
- B. The level of risk that could impact a service or process
- C. How long a service or component can perform its function without failing
- D. A measure of how quickly a service or component can be restored to normal working

**Answer: C**

4. A single Release unit, or a structured set of Release units can be defined within:

- A. The RACI Model
- B. A Release Package
- C. A Request Model
- D. The Plan, Do, Check, Act (PDCA) cycle

**Answer: B**

5. What is a RACI model used for?

- A. Performance analysis
- B. Recording Configuration Items
- C. Monitoring services
- D. Defining roles and responsibilities

**Answer: D**

6. 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 standards 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**

7. Which of the following is an objective of Release and Deployment Management?

- A. To standardize methods and procedures used for efficient and prompt handling of all changes
- B. To ensure all changes to Service Assets and Configuration Items (CIs) are recorded in the Configuration Management System (CMS)
- C. To ensure that overall business risk of change is optimized
- D. To define and agree release and deployment plans with customers and stakeholders

**Answer: D**

8. In which document would you expect to see an overview of actual service achievements against targets?

- A. Operational Level Agreement (OLA)
- B. Capacity Plan
- C. Service Level Agreement (SLA)
- D. SLA Monitoring Chart (SLAM)

**Answer: D**

9. Which of the following is the BEST definition of the term Service Management?

- A. A set of specialized organizational capabilities for providing value to customers in the form of services
- B. A group of interacting, interrelated, or independent components that form a unified whole, operating together for a common purpose
- C. The management of functions within an organization to perform certain activities
- D. Units of organizations with roles to perform certain activities

**Answer: A**

10. "Service Management is a set of specialized organizational capabilities for providing value to customers in the form of services".

These specialized organizational capabilities include which of the following?

- A. Applications and Infrastructure
- B. Functions and Processes
- C. Service Pipeline and Service Catalogue
- D. Markets and Customers

**Answer: B**

11. Which of the following is NOT a characteristic of a process?

- A. It is measurable
- B. Delivers specific results
- C. Responds to specific events
- D. A method of structuring an organization

**Answer: D**

12. 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**

13. Which of the following is NOT a purpose of Service Transition?

- A. To ensure that a service can be managed, operated and supported
- B. To provide training and certification in project management
- C. To provide quality knowledge of Change, Release and Deployment Management
- D. To plan and manage the capacity and resource requirements to manage a release

**Answer: B**

14. What is the BEST description of the purpose of Service Operation?

- A. To decide how IT will engage with suppliers during the Service Management Lifecycle
- B. To proactively prevent all outages to IT Services
- C. To design and build processes that will meet business needs
- D. To deliver and manage IT Services at agreed levels to business users and customers

**Answer: D**

15. When can a Known Error record be raised?

- 1. At any time it would be useful to do so
  - 2. After the permanent solution has been implemented
- A. 2 only
  - B. 1 only
  - C. Neither of the above
  - D. Both of the above

**Answer: B**

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