

EX0-101

Exin

ITIL Foundation v.3

Visit: <http://www.pass4sureofficial.com/exams.asp?examcode=EX0-101>

Pass4sureofficial.com is a reputable IT certification examination guide, study guides and audio exam provider, we not only ensure that you pass your EX0-101 exam in first attempt, but also you can get a high score to acquire Exin certification.

If you use pass4sureofficial EX0-101 Certification questions and answers, you will experience actual EX0-101 exam questions/answers. We know exactly what is needed and have all the exam preparation material required to pass the exam. Our Exin exam prep covers over 95% of the questions and answers that may be appeared in your EX0-101 exam. Every point from pass4sure EX0-101 PDF, EX0-101 review will help you take Exin EX0-101 exam much easier and become Exin certified. All the Questions/Answers are taken from real exams.

Here's what you can expect from the Pass4sureOfficial Exin EX0-101 course:

- * Up-to-Date Exin EX0-101 questions taken from the real exam.
- * 100% correct Exin EX0-101 answers you simply can't find in other EX0-101 courses.
- * All of our tests are easy to download. Your file will be saved as a EX0-101 PDF.
- * Exin EX0-101 brain dump free content featuring the real EX0-101 test questions.

Exin EX0-101 certification exam is of core importance both in your Professional life and Exin certification path. With Exin certification you can get a good job easily in the market and get on your path for success. Professionals who passed Exin EX0-101 exam training are an absolute favorite in the industry. You will pass Exin EX0-101 certification test and career opportunities will be open for you.



QUESTION: 1

Which of the following is NOT an example of Self-Help capabilities?

- A. Requirement to always call the service desk for service requests
- B. Menu-driven range of self help and service requests
- C. Web front-end
- D. A direct interface into the back end process handling software

Answer: A

QUESTION: 2

What is a RACI model used for?

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

Answer: A

QUESTION: 3

Which of the following statements is INCORRECT?

- A. The SKMS is part of the Configuration Management System (CMS)
- B. The SKMS can include data on the performance of the organization
- C. The Service Knowledge Management System (SKMS) includes Configuration Management Databases (CMDB)
- D. The SKMS can include user skill levels

Answer: A

QUESTION: 4

The group that authorizes changes that must be installed faster than the normal process is called the?

- A. Emergency CAB (ECAB)
- B. Urgent Change Authority (UCA)
- C. Urgent Change Board (UCB)
- D. CAB Emergency Committee (CAB/EC)

Answer: A

QUESTION: 5

In which core publication can you find detailed descriptions of Service Level Management, Availability Management, Supplier Management and IT Service Continuity Management?

- A. Service Transition
- B. Service Design
- C. Service Strategy
- D. Service Operation

Answer: B

QUESTION: 6

Which of these statements about Service Desk staff is CORRECT?

- A. Service Desk staff should be recruited from people who have high levels of technical skill to minimize the cost of training them
- B. The Service Desk can often be used as a stepping stone for staff to move into other more technical or supervisory roles
- C. The Service Desk should try to have a high level of staff turnover as the training requirements are low and this helps to minimize salaries
- D. Service Desk staff should be discouraged from applying for other roles as it is more cost effective to keep them in the role where they have been trained

Answer: B

QUESTION: 7

Which of the following statements is INCORRECT?

- A. The Service Knowledge Management System (SKMS) includes Configuration Management Databases (CMDB)
- B. The SKMS is part of the Configuration Management System (CMS)
- C. The SKMS can include data on the performance of the organization
- D. The SKMS can include user skill levels

Answer: B

QUESTION: 8

Service Assets are used to create value. Which of the following are the MAJOR types of Service Asset?

- A. Services and Infrastructure
- B. Applications and Infrastructure
- C. Resources and Capabilities
- D. Utility and Warranty

Answer: C

QUESTION: 9

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 Market Spaces
- C. The design of new or changed services
- D. The design of the technology architecture and management systems

Answer: B

QUESTION: 10

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

- A. Ensuring that all operational services are recorded in the Service Catalogue
- B. Ensuring that information in the Service Catalogue is accurate
- C. Ensuring that information in the Service Catalogue is consistent with information in the Service Portfolio
- D. Ensuring that information within the Service Pipeline is accurate

Answer: D

QUESTION: 11

Which role would you MOST expect to be involved in the management of Underpinning Contracts?

- A. Service Catalogue Manager
- B. IT Designer/Architect
- C. Process Manager
- D. Supplier Manager

Pass4SureOfficial.com Lifetime Membership Features;

- Pass4SureOfficial Lifetime Membership Package includes over **2500** Exams.
- **All** exams Questions and Answers are included in package.
- **All** Audio Guides are included **free** in package.
- **All** Study Guides are included **free** in package.
- **Lifetime** login access.
- Unlimited download, no account expiry, no hidden charges, just one time \$99 payment.
- **Free updates** for Lifetime.
- **Free Download Access** to All new exams added in future.
- Accurate answers with explanations (If applicable).
- Verified answers researched by industry experts.
- Study Material **updated** on regular basis.
- Questions, Answers and Study Guides are downloadable in **PDF** format.
- Audio Exams are downloadable in **MP3** format.
- **No authorization** code required to open exam.
- **Portable** anywhere.
- 100% success **Guarantee**.
- **Fast**, helpful support 24x7.

View list of All exams (Q&A) downloads

<http://www.pass4sureofficial.com/allexams.asp>

View list of All Study Guides (SG) downloads

<http://www.pass4sureofficial.com/study-guides.asp>

View list of All Audio Exams (AE) downloads

<http://www.pass4sureofficial.com/audio-exams.asp>

Download All Exams Samples

<http://www.pass4sureofficial.com/samples.asp>

To purchase \$99 Lifetime Full Access Membership click here

<http://www.pass4sureofficial.com/purchase.asp>

3COM	CompTIA	Filemaker	IBM	LPI	OMG	Sun
ADOBE	ComputerAssociates	Fortinet	IISFA	McAfee	Oracle	Sybase
APC	CWNP	Foundry	Intel	McData	PMI	Symantec
Apple	DELL	Fujitsu	ISACA	Microsoft	Polycom	TeraData
BEA	ECCouncil	GuidanceSoftware	ISC2	Mile2	RedHat	TIA
BICSI	EMC	HDI	ISEB	NetworkAppliance	Sair	Tibco
CheckPoint	Enterasys	Hitachi	ISM	Network-General	SASInstitute	TruSecure
Cisco	ExamExpress	HP	Juniper	Nokia	SCP	Veritas
Citrix	Exin	Huawei	Legato	Nortel	See-Beyond	Vmware
CIW	ExtremeNetworks	Hyperion	Lotus	Novell	SNIA	

