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ITIL FOUNDATION V.3 EXIN EX0-101 CERTIFICATION EXAM QUESTIONS AND DETAILED CORRECT ANSWERS| GUARANTEED PASS

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 **Correct 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 **Correct 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

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EXIN ITIL Foundation (V4) Sample Questions (Q167-Q172):

NEW QUESTION # 167
What is a definition of a problem?

- A. An incident for which a full resolution is not yet available
- B. Any change of state that has significance for the management of a configuration item (CI)
- C. An unplanned interruption to a service, or reduction in the quality of a service
- D. A cause, or potential cause, of one or more incidents

Answer: D

Explanation:
Reference: https://www.bmc.com/blogs/itil-problem-management/

NEW QUESTION # 168
Which practice ensures that service actions, that are a normal part of service delivery, are effectively handled?

- A. Service level management
- B. Incident management
- C. Service request management
- D. Problem management

Answer: C

Explanation:
A service request is defined as a request from a user or a user's authorized representative that initiates a service action which has been agreed as a normal part of service delivery.
The purpose of the service request management practice is to support the agreed quality of a service by handling all pre-defined, user-initiated service requests in an effective and user-friendly manner. Service request management is dependent upon well-designed processes and procedures, which are operationalized through tracking and automation tools to maximize the efficiency of the practice. To be handled optimally, service request management should follow these guidelines:
* Service requests and their fulfilment should be standardized and automated to the greatest degree possible.
* Policies should define which service requests will be fulfilled with limited or even no additional approvals so that fulfilment can be streamlined.
* The expectations of users regarding fulfilment times and costs should be clearly set, based on what the organization can realistically deliver.
* Opportunities for improvement should be identified and implemented to produce faster fulfilment times and take advantage of automation.
https://www.bmc.com/blogs/itil-service-request-management/

NEW QUESTION # 169
Which role is responsible for sponsoring, designing and change managing a process and its metrics?

- A. The process owner
- B. The process manager
- C. The process practitioner
- D. The service owner

Answer: A

NEW QUESTION # 170
What takes place in the "Did we get there?" step of the continual service improvement (CSI) approach?

- A. Understanding priorities for improvement
- B. An initial baseline assessment
- C. The production of a detailed CSI plan
- D. Verifying that improvement targets have been achieved

Answer: D

Explanation:
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NEW QUESTION # 171
Which of these activities is carried out as part of 'problem management'?

- A. Diagnosing and resolving incidents
- B. Trend analysis of incident records
- C. Escalating incidents to a support team for resolution
- D. Creating incident records

Answer: B

NEW QUESTION # 172
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