



# EX0-101<sup>Q&As</sup>

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#### QUESTION 1

What is the BEST description of the purpose of the service operation stage of the service lifecycle?

- A. To decide how IT will engage with suppliers during the service 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

Correct Answer: D

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#### QUESTION 2

The multi-level SLA is a three-layer structure. Which one of the following layers is NOT part of this type of SLA?

- A. Customer level
- B. Service level
- C. Corporate level
- D. Configuration level

Correct Answer: D

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#### QUESTION 3

Which processes are responsible for the regular review of underpinning contracts?

- A. Supplier management and service level management
- B. Supplier management and change management
- C. Availability management and service level management
- D. Supplier management and availability management

Correct Answer: A

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#### QUESTION 4

In terms of adding value to the business, which one of the following describes service operation s contribution?

- A. The cost of the service is designed, predicted and validated
- B. Measures for optimization are identified



C. Service value is modeled

D. Service value is visible to customers

Correct Answer: D

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#### QUESTION 5

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

A. Roles

B. Inputs and outputs

C. Functions

D. Metrics

Correct Answer: C

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