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Exam : **EX0-100**

Title : ITIL foundation certificate in it service management(exin)

Version : DEMO

1. What is produced when Problem Management identifies the cause of a Problem and a workaround?

A. a Request for Change

B. a resolved Problem

C. a Known Error

D. one or more resolved incidents
Answer: C

2. Which process includes developing a recovery plan?

A. IT Service Continuity Management

B. Problem Management

C. Capacity Management

D. Availability Management
Answer:A

3. How does Problem Management differ from Incident Management?

A. Incident Management focuses on registration and Problem Management does not.

B. Problem Management focuses on restoration of service and Incident Management focuses on finding the cause.

C. Incident Management focuses on restoration of service and Problem Management focuses on finding the cause.

D. Problem Management generates reports and Incident Management does not.
Answer: C

4. Certain data is needed to describe an ITIL?process. This includes the objectives and the output. What else is required?

A. activities

B. authorisations

C. environment

D. Configuration Management Database (CMDB)
Answer:A

5. Which information does Financial Management for IT Services extract from the Configuration Management Database (CMDB)?

A. which equipment is being used by whom

B. where the equipment has been set up

C. which software version is being used

D. which equipment is causing incidents
Answer:A

6. Which of the following tasks is assigned to each process manager?

A. ensuring the smooth running of the process

B. setting up Service Level Agreements with the users

C. channeling data to Problem Management

D. following up on Incidents
Answer:A

7. Which of the following processes provides Problem Management with reports about the IT infrastructure?

A. Financial Management for IT Services

B. Change Management

C. Configuration Management

D. Incident Management
Answer: C

8. Where can you find an overview of all IT services?

A. Operational Level Agreement (OLA)

B. Service Catalog

C. Service Level Agreement (SLA)

D. Service Window
Answer: B

9. Which item is required in the Post Implementation Review (PIR) of a Change?

A. whether the Change has achieved the intended goal

B. whether the CI registration in the Configuration Management Database (CMDB) is up-to-date

C. whether the Management of the IT department is satisfied with the implementation of the Change

D. to which Configuration Items (CIs) the Change relates
Answer:A

10. Which Change Management activity indicates the priority and category of an accepted Request for Change (RFC)?

A. classification

B. coordination

C. registration

D. scheduling
Answer:A

11. Which of the following is not regarded as an incident?

A. a complaint about the service of the Service Desk

B. a standard request for change

C. a report of a breakdown

D. a question about how an application works
Answer: B

12. When an IT service provider adopts and adapts ITIL?best practices, which of the following is the greatest benefit?

A. Work is carried out using a project-oriented approach.

B. There is a central Service Desk.

C. The organization is more customer-oriented.

D. Work is carried out using a process-oriented approach.
Answer: D

13. What does the term "Serviceability" refer to?

A. contracts between external suppliers and the customer

B. contracts between external suppliers of services and the IT department

C. contracts between internal IT departments

D. contracts between IT management and the customer
Answer: B

14. Which aspect is important when registering security incidents?

A. the person who reported the incident

B. the applicable disciplinary measures

C. qualified Service Desk employees

D. recognizing the event as a security incident
Answer: D

15. Managing risk is an essential part of which processes?

A. Problem Management and Capacity Management

B. Availability Management and Service Level Management

C. IT Service Continuity Management and Financial Management for IT Services

D. IT Service Continuity Management and Availability Management
Answer: D

16. Which of the following is Availability Management responsible for?

A. ensuring the reliability of components will carry out a required function under certain conditions over a certain period

B. managing the negotiations with the customer with regard to availability

C. Demand Management

D. delivering information on Service Levels to clients to determine the availability percentage
Answer:A

17. One of the activities of Capacity Management involves making evaluations and predictions regarding the hardware that is required to run a new or modified application. The predictions include data about the performance levels that can be expected, the requisite hardware and the costs. Which of the activities of Capacity Management is responsible for this?

A. Application Sizing

B. Capacity Planning

C. Monitoring

D. Tuning
Answer:A

18. Which process provides components of the IT infrastructure with a unique and systematic name (designation)?

A. Change Management

B. Configuration Management

C. Release Management

D. Service Level Management

Answer: B

19. After a change, who is responsible for ensuring that security measures maintain the security level?

A. the Board of Management

B. the Change Manager

C. the Release Manager

D. the Security Manager
Answer: D

20. Which process or function ensures that change proposals are submitted with the aim of removing errors within the IT infrastructure?

A. Change Management

B. Configuration Management

C. Problem Management

D. Service Desk
Answer: C