

Exam Code: ex0-100

Exam Name: itil foundation certificate in it service
management(exin)

Vendor: EXIN

Version: DEMO

Part: A

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

Correct Answers: C

2: Which process includes developing a recovery plan?

- A.IT Service Continuity Management
- B.Problem Management
- C.Capacity Management
- D.Availability Management

Correct Answers: 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.

Correct Answers: 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)

Correct Answers: 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

Correct Answers: 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

Correct Answers: 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

Correct Answers: 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

Correct Answers: 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

Correct Answers: 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

Correct Answers: 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

Correct Answers: 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.

Correct Answers: 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

Correct Answers: 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

Correct Answers: 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

Correct Answers: D