EX0-100

ITIL Foundation Certificate In It Service Management(Exin)

DEMO

QUESTION NO: 1

Where are the statuses of changes recorded?

A. in the Configuration Management Database (CMDB)
B. in the Known Error database
C. in the Change database
D. in the Definitive Software Library (DSL)

Answer: A

QUESTION NO: 2

Where are activities documented with the aim of improving an IT service?

A. Service Improvement Program (SIP)
B. Service Quality Plan (SQP)
C. Service Level Agreement (SLA)
D. Service Catalogue

Answer: A

QUESTION NO: 3

Which data, for a new Configuration item (CI), is recorded in the Configuration Management Database (CMDB)?

A. the Request for Change number for the Configuration Item
B. the impact of the Configuration Item
C. repairs to the Configuration Item
D. the relationship to other Configuration Items

Answer: D

QUESTION NO: 4

Information and Communication Technologies (ICT) includes both Asset Management and Configuration Management. What is the difference between Asset Management and Configuration Management?

A. Configuration Management makes an inventory of the Configuration Items and Asset Management registers them.

B. Asset Management focuses exclusively on the book value and Configuration Management on the status of Configuration Items.

C. Configuration Management is a component of Asset Management, so there are no differences between them.

D. Asset Management monitors aspects such as depreciation and Configuration Management monitors aspects such as the relationships between the Configuration Items.

Answer: D

QUESTION NO: 5

When an organization decides to control the flow of incident information within the IT organization, which ITIL process would it be putting in place?

A. Incident Management
B. Problem Management
C. Change Management
D. Availability Management

Answer: A

QUESTION NO: 6

Which ITIL process aims to trace business-critical services for which supplementary emergency measures must be taken?

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

Answer: A

QUESTION NO: 7

Which of the following is a benefit of using ITIL?

A. that the quality and the costs of the IT services can be controlled more efficiently
B. that the users can influence the IT organization providing the IT services
C. that the organization around the IT services can be set up faster
D. that it is finally possible to charge for IT services

Answer: A

QUESTION NO: 8

Which statement best describes the role of the Service Desk?

A. The Service Desk ensures that the telephone is always manned.
B. The Service Desk ensures that the agreed IT service is available.
C. The primary task of the Service Desk is to investigate problems.
D. The Service Desk functions as the first contact for the customer.

Answer: D

QUESTION NO: 9

What is the meaning of the term Serviceability?

A. the degree of support that the Service Desk provides to the customer
B. the degree of availability of the IT services that can be offered
C. the degree to which the provision of IT services can be supported by maintenance contracts
D. the degree to which the services agreed in the Service Level Agreement (SLA) are complied with

Answer: C

QUESTION NO: 10

Which activity is not a Service Desk activity?

A. solving a Problem
B. relating an incident to a Known Error
C. registering Incidents
D. applying temporary fixes

Answer: A

QUESTION NO: 11

The Capacity Manager asks the user of an application whether a certain activity can be performed at night so that the CPU is not overloaded during the day. What part of the Capacity Management process does this refer to?