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Vendor:EXIN

Exam Code:EX0-100

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

Version:Demo

QUESTION 1

What is a request to replace something within the IT infrastructure called?

- A. Request for Change
- B. Replacement Request
- C. Request for Release
- D. Service Request

Correct Answer: A

QUESTION 2

According to the Deming quality circle a number of steps must be performed repeatedly in order to ensure good performance. Which of the following answers specifies the correct sequence for these steps?

- A. Plan - Do - Check - Act
- B. Act - Check - Do - Plan
- C. Do - Plan - Check - Act
- D. Check - Plan - Act - Do

Correct Answer: A

QUESTION 3

Software is checked for viruses before it goes into the Definitive Software Library (DSL). What ITIL process is responsible for ensuring that only virus-free software is put into the DSL?

- A. Release Management
- B. Application Management
- C. Capacity Management
- D. Configuration Management

Correct Answer: A

QUESTION 4

Which subject should be one of the standard items on the agenda of a meeting of the Change Advisory Board (CAB)?

- A. the wishes of customers to implement Changes

- B. the registration of Changes
- C. reports from Service Level Management
- D. ongoing or concluded Changes

Correct Answer: D

QUESTION 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. Problem Management
- B. Incident Management
- C. Change Management
- D. Availability Management

Correct Answer: B

QUESTION 6

Which ITIL process aims to prevent incidents resulting from changes to the IT infrastructure?

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

Correct Answer: D

QUESTION 7

Users have complained about the e-mail service. An evaluation of the service has been performed. Which activity takes place after the evaluation of a service?

- A. adjusting of the service
- B. defining Service Levels
- C. monitoring of Service Levels
- D. compilation of Service Level Reports

Correct Answer: A

QUESTION 8

When implementing a new version of an application both Change Management and Release Management are involved. What is the responsibility of the Change Management process here?

- A. Change Management has the executive task in this phase.
- B. Change Management must check whether the new application functions properly.
- C. Change Management plays a coordinating role in this phase.
- D. Change Management draws up the change request for this.

Correct Answer: C

QUESTION 9

What is the primary task of Error Control?

- A. checking problems and incidents
- B. classifying and defining the priorities of problems
- C. correcting Known Errors
- D. providing information to the users

Correct Answer: C

QUESTION 10

Which activity in the ITIL process "Financial Management for IT Services" is responsible for billing the services that were provided to the customer?

- A. Budgeting
- B. Reporting
- C. Charging
- D. Accounting

Correct Answer: C

QUESTION 11

A user reports a PC problem to the Service Desk. A Service Desk representative determines that the PC is defective and indicates that according to the services catalogue, the PC will be replaced within three hours. Which ITIL process is responsible for having this user's PC replaced within three hours?

- A. Change Management
- B. Service Level Management
- C. Configuration Management
- D. Availability Management

Correct Answer: A

QUESTION 12

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

Correct Answer: D