EX0-100 Q&As

ITIL foundation certificate in it service management(exin)

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QUESTION 1

A customer calls the Service Desk and reports that the system is slow. He asks whether he can be given another PC like his colleague\\'s, which is much faster. Which term is applicable to this situation?

A. Problem

B. Request for Change

C. Incident

D. Classification

Correct Answer: C

QUESTION 2

Which ITIL process has the task of classifying incoming interruption reports?

A. Change Management

B. Problem Management

C. Security Management

D. Incident Management

Correct Answer: D

QUESTION 3

Which ITIL process provides an insight, through the Modeling activity, into trends that could cause performance problems in the future?

A. Availability Management

B. Incident Management

C. Service Level Management

D. Capacity Management

Correct Answer: D

QUESTION 4

Security Management includes a number of sub-processes. Which activity of Security Management leads to a security sub-clause in the Service Level Agreement (SLA)?

A. Implement

B. Maintenance

C. Plan

D. Control

Correct Answer: C

QUESTION 5

One of the objectives of Problem Management is to minimize the impact of problems on IT services. Which activity needs to be carried out by Problem Management in order to achieve this?

A. maintaining relations with suppliers

B. ensuring the availability of the IT infrastructure

C. managing Known Errors

D. giving second-line support when problems occur

Correct Answer: C