EX0-100 ^{Q&As}

ITIL foundation certificate in it service management(exin)

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QUESTION 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)

Correct Answer: A

QUESTION 2

Which activity in the Problem Management process is responsible for generating Requests for Change (RFCs)?

A. Problem Analysis

B. Proactive Problem Management

C. Monitoring

D. Error Control

Correct Answer: D

QUESTION 3

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 4

When must a Post Implementation Review take place?

A. at the request of the person who submitted the Change request

B. in case of emergency changes

C. if another incident of the same type occurs again after a Change has been made

D. after every Change

Correct Answer: D

QUESTION 5

An organization plans on implementing a new network operating system. Before the actual implementation takes place, the plan of approach for achieving the implementation is discussed. Under whose leadership is this discussion held?

A. the Service Manager

B. the Network Manager

C. the Change Manager

D. the Service Level Manager

Correct Answer: C

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