

EX0-100^{Q&As}

ITIL foundation certificate in it service management(exin)

Pass EXIN EX0-100 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.leads4pass.com/ex0-100.html>

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by EXIN
Official Exam Center

-  **Instant Download** After Purchase
-  **100% Money Back** Guarantee
-  **365 Days** Free Update
-  **800,000+** Satisfied Customers



QUESTION 1

Where are agreements regarding Security Management recorded?

- A. in a Service Level Agreement (SLA)
- B. in a Configuration Management Database (CMDB)
- C. in a Capacity Plan
- D. in a Definitive Software Library (DSL)

Correct Answer: A

QUESTION 2

Which of the following is a benefit of using ITIL?

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

Correct Answer: D

QUESTION 3

Which of the following is an example of proactive Problem Management?

- A. a trend analysis
- B. a report regarding the Problem Management process
- C. a change request
- D. an urgent change

Correct Answer: A

QUESTION 4

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. Configuration Management

C. Capacity Management

D. Application Management

Correct Answer: A

QUESTION 5

Which ITIL process or which ITIL department has responsibilities that include distributing information to users?

A. Change Management

B. Incident Management

C. Service Desk

D. Customer Relationship Management

Correct Answer: C

[EX0-100 PDF Dumps](#)

[EX0-100 Study Guide](#)

[EX0-100 Braindumps](#)