EX0-100 ^{Q&As}

ITIL foundation certificate in it service management(exin)

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QUESTION 1

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 2

Which ITIL process is responsible for annually allocating the costs of Underpinning Contracts?

A. Capacity Management

B. Service Level Management

C. Availability Management

D. Financial Management for IT Services

Correct Answer: D

QUESTION 3

What is the term used for a situation derived from a series of incidents with the same characteristics?

A. a Change Request

B. a Known Error

C. a Service Call

D. a Problem

Correct Answer: D

QUESTION 4

Which activity is not the responsibility of IT Service Continuity Management?

A. analyzing risks

B. executing impact analyses of incidents related to the back-out facilities

C. drawing up back-out scenarios

D. testing back-out arrangements

Correct Answer: B

QUESTION 5

Which aspects are described in a Service Level Agreement (SLA)?

A. the company strategy

B. the technological developments that can affect the services offered

C. the quality, expressed in quantity and costs, of the services offered

D. the costs and expected revenue of the services offered

Correct Answer: C

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