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QUESTION 1

Which data, for a new Configuration item (CI), is recorded in the Configuration Management Database (CMDB)?

- A. the relationship to other Configuration Items
- B. the impact of the Configuration Item
- C. the Request for Change number for the Configuration Item
- D. repairs to the Configuration Item

Correct Answer: A

QUESTION 2

What is the meaning of the term Serviceability?

- A. the degree of support that the Service Desk provides to the customer
- B. the degree of availability of the IT services that can be offered
- C. the degree to which the provision of IT services can be supported by maintenance contracts
- D. the degree to which the services agreed in the Service Level Agreement (SLA) are complied with

Correct Answer: C

QUESTION 3

What is the criterion used by Change Management in determining the category for a Request for Change?

- A. priority
- B. urgency
- C. impact
- D. content

Correct Answer: C

QUESTION 4

Who decides the category of a change?

- A. the customer
- B. the Service Desk

C. the Problem Manager

D. the Change Manager

Correct Answer: D

QUESTION 5

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

A. testing back-out arrangements

B. analyzing risks

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

D. drawing up back-out scenarios

Correct Answer: C

QUESTION 6

For what is Capacity Management responsible?

A. Security

B. Maintainability

C. Resource Management

D. Serviceability

Correct Answer: C

QUESTION 7

Which ITIL process is responsible for creating the cost agreements for extra support of the Service Desk?

A. Incident Management

B. Availability Management

C. Financial Management for IT Services

D. Service Level Management

Correct Answer: D

QUESTION 8

Which ITIL process ensures that the information that has been made available satisfies the specified information security requirements?

- A. Availability Management
- B. Security Management
- C. IT Service Continuity Management
- D. Service Level Management

Correct Answer: B

QUESTION 9

Which ITIL process handles the implementation of the policy for access management and access to information systems?

- A. Availability Management
- B. Release Management
- C. Security Management
- D. Incident Management

Correct Answer: C

QUESTION 10

What is meant by the urgency of an incident?

- A. the time needed by IT Services to resolve the incident
- B. the degree to which the incident gives rise to a deviation from the normal service level
- C. the degree to which the solution of an incident tolerates delay
- D. the relative importance of the incidents when handling them

Correct Answer: C

QUESTION 11

Which ITIL process is responsible for handling an application for a new workstation according to a standard working method?

- A. Service Desk
- B. Service Level Management

C. Incident Management

D. Change Management

Correct Answer: D

QUESTION 12

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 13

What is meant by the urgency of an incident?

A. the degree to which the solution of an incident tolerates delay

B. the degree to which the incident gives rise to a deviation from the normal service level

C. the relative importance of the incidents when handling them

D. the time needed by IT Services to resolve the incident

Correct Answer: A

QUESTION 14

Which ITIL process includes the activity of describing and registering all components in the IT infrastructure?

A. Configuration Management

B. Capacity Management

C. Problem Management

D. Service Level Management

Correct Answer: A

QUESTION 15

Where is the planning of changes kept up to date?

- A. the CAB (Change Advisory Board)
- B. SIP (Service Improvement Program)
- C. the CMDB (Configuration Management Database)
- D. the FSC (Forward Schedule of Changes)

Correct Answer: D

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