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QUESTION 1

Which ITIL process verifies that the modifications which have been made to the IT infrastructure have been properly documented?

- A. Configuration Management
- B. Problem Management
- C. Incident Management
- D. Availability Management

Correct Answer: A

QUESTION 2

According to the Deming quality circle a number of steps must be performed repeatedly in order to ensure good performance. Which of the following answers specifies the correct sequence for these steps?

- A. Act - Check - Do - Plan
- B. Do - Plan - Check - Act
- C. Check - Plan - Act - Do
- D. Plan - Do - Check - Act

Correct Answer: D

QUESTION 3

What is the basis of the ITIL approach to Service Management?

- A. interrelated activities
- B. departments
- C. IT resources
- D. officials

Correct Answer: A

QUESTION 4

Which statement best describes the role of the Service Desk?

- A. The Service Desk ensures that the telephone is always manned.

- B. The primary task of the Service Desk is to investigate problems.
- C. The Service Desk functions as the first contact for the customer.
- D. The Service Desk ensures that the agreed IT service is available.

Correct Answer: C

QUESTION 5

Which of the following questions can not be answered directly from the Configuration Management Database (CMDB)?

- A. Which Requests for Change have been submitted for a specific server?
- B. Which Configuration Items does a specific service consist of?
- C. Which members of staff of department X have moved to department Y?
- D. What incidents or problems have there been for this PC?

Correct Answer: C

QUESTION 6

Information and Communication Technologies (ICT) includes both Asset Management and Configuration Management. What is the difference between Asset Management and Configuration Management?

- A. Configuration Management makes an inventory of the Configuration Items and Asset Management registers them.
- B. Asset Management focuses exclusively on the book value and Configuration Management on the status of Configuration Items.
- C. Configuration Management is a component of Asset Management, so there are no differences between them.
- D. Asset Management monitors aspects such as depreciation and Configuration Management monitors aspects such as the relationships between the Configuration Items.

Correct Answer: D

QUESTION 7

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 8

Which of the following is a benefit of using ITIL?

- A. that the users can influence the IT organization providing the IT services
- B. that the organization around the IT services can be set up faster
- 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 9

A number of new PCs have been installed at a company's offices. For which of the following activities was Configuration Management responsible?

- A. recording data regarding the PCs
- B. establishing the correct links in the Local Area Network
- C. installing software
- D. making available the necessary user's manuals

Correct Answer: A

QUESTION 10

Which of the following parties involved in an incident determines whether that incident can be closed?

- A. employee of the Service Desk
- B. user
- C. purchaser of the services
- D. Service Manager

Correct Answer: B

QUESTION 11

In the Change Management process, which role is ultimately responsible for the entire process?

- A. Change Manager
- B. Change Coordinator
- C. Change Advisory Board
- D. IT Manager

Correct Answer: A

QUESTION 12

Which ITIL process provides change proposals in order to eliminate structural errors?

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

Correct Answer: B

QUESTION 13

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

QUESTION 14

Which ITIL process has the following objective? Correcting malfunctions in the services as quickly as possible by minimizing the consequences of the malfunctions, so that the user is hindered as little as possible.

- A. Change Management
- B. Availability Management
- C. Incident Management
- D. Problem Management

Correct Answer: C

QUESTION 15

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

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

Correct Answer: D

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