



Exam : **EXIN EX0-100**

Title : Itil Foundation Certificate In It
Service Management(Exin)

Update : Demo

1. What is Error Control responsible for in Problem Management?

- A. tracing problems
- B. managing the Known Errors
- C. finding the root cause of the problem
- D. implementing a solution for the error

Answer: B

2. What data is recorded when an incident is reported to the Service Desk?

- A. the name of the person reporting the Incident
- B. the name of the person handling the Problem
- C. the name of the person who approves the Request for Change (RFC)
- D. the names of persons who are authorized to implement Changes in the Configuration Management Database (CMDB)

Answer: A

3. Problem Management has submitted a Request for Change (RFC) to Change Management. The request is to replace all desktop hard disks of brand X and type Y.

Which sequential steps should be taken to carry out the change?

- A. Acceptance of Request for Change, Scheduling, Building, Testing, Implementation, Review, Completion
- B. Implementation and Testing, Recording, Reporting, Review, Completion
- C. Recording, Implementation, Testing, Completion, Reporting
- D. Scheduling, Implementation, Testing, Review

Answer: A

4. Where can you find an overview of all IT services?

- A. Operational Level Agreement (OLA)
- B. Service Catalog
- C. Service Level Agreement (SLA)
- D. Service Window

Answer: B

5. Which item is required in the Post Implementation Review (PIR) of a Change?

- A. whether the Change has achieved the intended goal
- B. whether the CI registration in the Configuration Management Database (CMDB) is up-to-date
- C. whether the Management of the IT department is satisfied with the implementation of the Change
- D. to which Configuration Items (CIs) the Change relates

Answer: A

6. Which of the following tasks is assigned to each process manager?

- A. ensuring the smooth running of the process
- B. setting up Service Level Agreements with the users
- C. channeling data to Problem Management
- D. following up on Incidents

Answer: A

7. What is the most common process that is associated with the Service Desk?

- A. Change Management
- B. Configuration Management
- C. Incident Management
- D. Service Level Management

Answer: C

8. When an IT service provider adopts and adapts ITIL best practices, which of the following is the greatest benefit?

- A. Work is carried out using a project-oriented approach.
- B. There is a central Service Desk.
- C. The organization is more customer-oriented.
- D. Work is carried out using a process-oriented approach.

Answer: D

9. Among other things, ITIL describes the IT Service Management processes.

What is always described with regard to the processes?

- A.the cost of implementing each process
- B.exactly how the activities must be carried out
- C.how the processes fit into the ITIL framework
- D.the objective(s), the activities, the inputs and outputs

Answer: D

10. What information is not required to set up a process?

- A.the process owner
- B.the trigger (input)
- C.the objective
- D.the desired results (output)

Answer: A

11. Which of the following is Availability Management responsible for?

- A.ensuring the reliability of components will carry out a required function under certain conditions over a certain period
- B.managing the negotiations with the customer with regard to availability
- C.Demand Management
- D.delivering information on Service Levels to clients to determine the availability percentage

Answer: A

12. Which of the following processes provides Problem Management with reports about the IT infrastructure?

- A.Financial Management for IT Services
- B.Change Management

C.Configuration Management

D.Incident Management

Answer: C

13. One of the activities of Problem Management is the analysis of historical Incident and Problem data held in the Configuration Management Database (CMDB) in order to understand trends.

Which aspect of Problem Management accomplishes this?

A.Error Control

B.Identification of root causes

C.Proactive Problem Management

D.Problem Control

Answer: C

14. A user has forgotten his password and asks the Service Desk for a new password.

What type of request does this involve?

A.an Information Request

B.a Request for Change (RFC)

C.a Service Request

D.a Standard Change

Answer: C

15. Which aspect is important when registering security incidents?

A.the person who reported the incident

B.the applicable disciplinary measures

C.qualified Service Desk employees

D.recognizing the event as a security incident

Answer: D

16. Which applications does the Service Desk support?

- A.all applications installed on an end-user's system
- B.applications approved and installed by Problem Management
- C.applications tested and updated by the Service Desk
- D.applications officially installed under the authority of Change Management

Answer: D

17. What is a distributed Service Desk?

- A.a Service Desk that has knowledge in several locations in a system
- B.a Service Desk that is located at multiple locations
- C.a Service Desk that provides service 24 hours a day from a single location
- D.a Service Desk that handles both technical and functional calls

Answer: B

18. Who is responsible for tracking and monitoring an incident resulting from an implemented change?

- A.Change Manager
- B.Problem Management staff
- C.Service Desk staff
- D.Service Level Manager

Answer: C

19. Why is it important that the Service Desk attempts to link an incident to a Known Error?

- A.because this is part of the ITIL management model
- B.because this means the incident can be resolved more quickly
- C.because this allows incidents to be better tracked
- D.because otherwise Problem Management cannot work

Answer: B

20. Which of the following is not regarded as an incident?

- A.a complaint about the service of the Service Desk

B.a standard request for change

C.a report of a breakdown

D.a question about how an application works

Answer: B