

Exin EX0-100

**EXIN EX0-100 ITIL Foundation Certificate in IT Service
Management
Practice Test
Version 1.1**

QUESTION NO: 1

Where are the statuses of changes recorded?

- A. in the Configuration Management Database (CMDB)
- B. in the Known Error database
- C. in the Change database
- D. in the Definitive Software Library (DSL)

Answer: A

QUESTION NO: 2

Where are activities documented with the aim of improving an IT service?

- A. Service Improvement Program (SIP)
- B. Service Quality Plan (SQP)
- C. Service Level Agreement (SLA)
- D. Service Catalogue

Answer: A

QUESTION NO: 3

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

Answer: D

QUESTION NO: 4

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.

Answer: D

QUESTION NO: 5

When an organization decides to control the flow of incident information within the IT organization, which ITIL process would it be putting in place?

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

Answer: A

QUESTION NO: 6

Which ITIL process aims to trace business-critical services for which supplementary emergency measures must be taken?

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

Answer: A

QUESTION NO: 7

Which of the following is a benefit of using ITIL?

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

Answer: A

QUESTION NO: 8

Which statement best describes the role of the Service Desk?

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

Answer: D

QUESTION NO: 9

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

Answer: C

QUESTION NO: 10

Which activity is not a Service Desk activity?

- A. solving a Problem
- B. relating an incident to a Known Error
- C. registering Incidents
- D. applying temporary fixes

Answer: A

QUESTION NO: 11

The Capacity Manager asks the user of an application whether a certain activity can be performed at night so that the CPU is not overloaded during the day. What part of the Capacity Management process does this refer to?

- A. Modeling
- B. Demand Management
- C. Application Management
- D. Application Sizing

Answer: B

QUESTION NO: 12

Changes are divided into categories. What criterion defines a category for a change?

- A. the sequence in which the change is made
- B. the speed with which the change is made
- C. the consequences of the change such as limited, substantial, significant, etc.
- D. the Request for Change number that the change is assigned

Answer: C

QUESTION NO: 13

Who is responsible for tracking and monitoring an incident?

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

Answer: D

QUESTION NO: 14

Which ITIL process is responsible for determining the hardware necessary in order to support an application?

- A. Change Management
- B. Configuration Management
- C. Availability Management
- D. Capacity Management

Answer: D

QUESTION NO: 15

Release Management has distributed a defective Release. As a result, monthly invoicing has come to a standstill. This has very radical consequences for the business and has been reported as an incident. According to ITIL best practices, what should happen next?

- A. Problem Management will submit a Request for Change (RFC).
- B. Service Level Management will start a Service Improvement Program (SIP).
- C. Change Management will start a Post Implementation Review (PIR).
- D. Release Management will implement the back-out plan.

Answer: D

QUESTION NO: 16

How is a change that must be made quickly called?

- A. an urgent change
- B. a fast change
- C. an unplanned change
- D. a standard change

Answer: A

QUESTION NO: 17

Which ITIL process provides an insight, through the Modeling activity, into trends that could cause performance problems in the future?

- A. Availability Management
- B. Incident Management
- C. Service Level Management
- D. Capacity Management

Answer: D

QUESTION NO: 18

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

Answer: C

QUESTION NO: 19

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

Answer: A

QUESTION NO: 20

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

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

Answer: A

QUESTION NO: 21

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?

Answer: C