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ITIL foundation certificate in it service management(exin)

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QUESTION 1

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 2

Which ITIL process has the task of classifying incoming interruption reports?

A. Change Management

B. Problem Management

C. Security Management

D. Incident Management

Correct Answer: D

QUESTION 3

The Service Desk receives different types of calls. Which of the following is an incident?

A. information about the rollout of a specific application

B. a notification that a new toner cartridge has just been installed in a printer

C. a request to install a new bookkeeping package

D. a system message that a printer is not working

Correct Answer: D

QUESTION 4

The Deming quality circle is a model for control based on quality. Which step in this model must be taken first?

A. measurement

B. adjustment

C. planning

D. implementation

Correct Answer: C

QUESTION 5

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

Correct Answer: A

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