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QUESTION 1

Reports of different types arrive at a Service Desk. Which of the following reports is an incident?

A. a request for the installation of a new bookkeeping package

B. a report that the printer is not working

C. a question about where the manual is

D. information about the departure time of the train to London

Correct Answer: B

QUESTION 2

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 3

How does Problem Management contribute to a higher solution percentage of first-line support?

A. by analyzing open incidents

B. by making a knowledge database available

C. by preventing incidents

D. by evaluating incidents with the customer

Correct Answer: B

QUESTION 4

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 5

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

Correct Answer: A

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