



# EX0-100<sup>Q&As</sup>

ITIL foundation certificate in it service management(exin)

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#### QUESTION 1

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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#### QUESTION 2

What is a request to replace something within the IT infrastructure called?

- A. Request for Change
- B. Replacement Request
- C. Request for Release
- D. Service Request

Correct Answer: A

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#### QUESTION 3

How can an organization determine the effectiveness of the Service Level Management process?

- A. by checking contracts with suppliers
- B. by defining service levels
- C. by measuring customer satisfaction
- D. by reporting on all incidents

Correct Answer: C

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#### QUESTION 4

In IT Service Continuity Management various precautionary measures are taken, for example using an emergency power provision. Which of the following ITIL processes could also initiate this kind of measure?

- A. Availability Management



- B. Incident Management
- C. Capacity management
- D. Change Management

Correct Answer: A

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#### QUESTION 5

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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