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ITIL foundation certificate in it service management(exin)

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QUESTION 1

A user reports a PC problem to the Service Desk. A Service Desk representative determines that the PC is defective and indicates that according to the services catalogue, the PC will be replaced within three hours. Which ITIL process is responsible for having this user\'s PC replaced within three hours?

A. Change Management

B. Service Level Management

C. Configuration Management

D. Availability Management

Correct Answer: A

QUESTION 2

Which ITIL process ensures that the information that has been made available satisfies the specified information security requirements?

A. Availability Management

B. Security Management

C. IT Service Continuity Management

D. Service Level Management

Correct Answer: B

QUESTION 3

Who is responsible for tracking and monitoring an incident?

A. Problem Manager

B. Problem Management staff

C. Service Level Manager

D. Service Desk

Correct Answer: D

QUESTION 4

Which ITIL process aims to prevent incidents resulting from changes to the IT infrastructure?

A. Problem Management

B. Availability Management

C. Incident Management

D. Change Management

Correct Answer: D

QUESTION 5

Which status is a problem assigned once its cause has been identified?

A. Work-around

B. Request for Change (RFC)

C. Incident

D. Known Error

Correct Answer: D

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