

EX0-100

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ITIL Foundation Certificate in IT Service Management

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QUESTION 1:

Which activity is not the responsibility of IT service continuity management?

- A. Drawing up back-out scenarios
- B. Analyzing risks
- C. Testing back-out arrangements
- D. Executing impact analyses of incidents related to the back-out facilities

Answer: D

QUESTION 2:

Which ITIL process has responsibility in preventing unauthorized access to data?

- A. IT service continuity management
- B. Availability management
- C. Release management
- D. Security management

Answer: D

QUESTION 3:

Which ITIL process or which ITIL department has responsibilities that include distributing information to users?

- A. Change management
- B. Service desk
- C. Customer relationship management
- D. Incident Management

Answer: B

QUESTION 4:

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

- A. Service Quality Plan (SQP)
- B. Service improvement program (SIP)
- C. Service catalogue

EX0-100

D. Service Level Agreement (SLA)

Answer: B

QUESTION 5:

In the change management process, which role is ultimately responsible for the entire process?

- A. Change Advisory Board
- B. IT Manager
- C. Change Manager
- D. Change Coordinator

Answer: C

QUESTION 6:

In Certkiller .com, the purchasing department has relocated internally, not just the people, but also their IT resources. A service Desk employee has been commissioned to relocate this department's workstations. In which ITIL process is this employee now playing a role?

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

Answer: C

QUESTION 7:

Which of the following is an example of proactive problem management?

- A. A report regarding the problem management process
- B. An urgent change
- C. A change request
- D. A trend analysis

Answer: D

QUESTION 8:

EX0-100

Which data, for a new configuration item (CI), is recorded in the configuration management database (CMDB)?

- A. The relationship to other configuration items
- B. The request for change number for the configuration item
- C. Repairs to the configuration item
- D. The impact of the configuration item

Answer: A

QUESTION 9:

Which activity is not the responsibility of IT service continuity management?

- A. Testing back-out arrangements
- B. Drawing up back-out scenarios
- C. Analyzing risks
- D. Executing impact analyses of incidents related to the back-out facilities

Answer: D

QUESTION 10:

Which ITIL process provides change proposals in order to eliminate structural errors?

- A. Availability management
- B. Problem Management
- C. IT service continuity management
- D. Security Management

Answer: B

QUESTION 11:

Which activity is not a Service Desk activity?

- A. Relating an incident to a known Error
- B. Registering incidents
- C. Applying temporary fixes
- D. Solving a Problem

Answer: D

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