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ITIL foundation certificate in it service management(exin)

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QUESTION 1

What is the term used for a situation derived from a series of incidents with the same characteristics?

A. a Change Request

B. a Known Error

C. a Service Call

D. a Problem

Correct Answer: D

QUESTION 2

Which of the following questions can not be answered directly from the Configuration Management Database (CMDB)?

A. Which Requests for Change have been submitted for a specific server?

B. Which Configuration Items does a specific service consist of?

C. Which members of staff of department X have moved to department Y?

D. What incidents or problems have there been for this PC?

Correct Answer: C

QUESTION 3

Which ITIL process is responsible for determining the hardware necessary in order to support an application?

A. Change Management

B. Configuration Management

C. Availability Management

D. Capacity Management

Correct Answer: D

QUESTION 4

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

QUESTION 5

The cash registers in a supermarket experience network disruptions daily between 4 p.m. and 6 p.m. Which ITIL process is responsible for solving these difficulties on a structural basis?

A. Capacity Management

B. Availability Management

C. Problem Management

D. Incident Management

Correct Answer: C

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