



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

ITIL foundation certificate in it service management(exin)

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**QUESTION 1**

The spell check module of a word-processing software package contains a number of errors. The Development department has corrected these errors in a new version. Which process is responsible for ensuring this updated version is tested?

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

Correct Answer: D

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**QUESTION 2**

Users have complained about the e-mail service. An evaluation of the service has been performed. Which activity takes place after the evaluation of a service?

- A. adjusting of the service
- B. defining Service Levels
- C. monitoring of Service Levels
- D. compilation of Service Level Reports

Correct Answer: A

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**QUESTION 3**

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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**QUESTION 4**

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

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#### QUESTION 5

One of Problem Management's tasks is to proactively prevent incidents. Which of the following is a Problem Management activity that can be categorized as being proactive?

- A. making agreements with the customer using Service Level Agreements
- B. analyzing reported incidents in order to make recommendations
- C. employing more Problem Managers
- D. delivering second-line support, should problems occur

Correct Answer: B

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