



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

ITIL foundation certificate in it service management(exin)

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**QUESTION 1**

A power failure has knocked out the entire IT infrastructure. Fortunately, there is an ITSC Plan available. When should power failure be considered a disaster to enact the ITSC Plan?

- A. When the time within which the failure should be solved, has exceeded.
- B. Immediately, as the IT service can no longer be used.
- C. When the Incident Manager thinks this is necessary.
- D. When the Continuity Manager expects the failure to last longer than the maximum period of time mentioned in the Service Level Agreement.

Correct Answer: D

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**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

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**QUESTION 3**

A process is a logically coherent series of activities for a pre-defined goal. What is the process owner responsible for?

- A. the result of the process
- B. describing the process
- C. implementing the process
- D. setting up the process

Correct Answer: A

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**QUESTION 4**

Which ITIL process is responsible for creating the cost agreements for extra support of the Service Desk?

- A. Incident Management



- B. Availability Management
- C. Financial Management for IT Services
- D. Service Level Management

Correct Answer: D

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#### QUESTION 5

Which activity in the Problem Management process is responsible for generating Requests for Change (RFCs)?

- A. Problem Analysis
- B. Proactive Problem Management
- C. Monitoring
- D. Error Control

Correct Answer: D

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