



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

ITIL foundation certificate in it service management(exin)

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#### QUESTION 1

Which of the following is a department rather than a process?

- A. Incident Management
- B. Service Desk
- C. Problem Management
- D. Change Management

Correct Answer: B

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#### QUESTION 2

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

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#### QUESTION 3

When the cause of one or more incidents is not known, additional resources are assigned to identify the cause. Which ITIL process is responsible for this?

- A. Service Level Management
- B. Incident Management
- C. Problem Management
- D. Capacity Management

Correct Answer: C

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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

Reports of different types arrive at a Service Desk. Which of the following reports is an incident?

A. a request for the installation of a new bookkeeping package

B. a report that the printer is not working

C. a question about where the manual is

D. information about the departure time of the train to London

Correct Answer: B

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