EX0-100^{Q&As}

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QUESTION 1

What is the meaning of the term Serviceability?

A. the degree of support that the Service Desk provides to the customer

B. the degree of availability of the IT services that can be offered

C. the degree to which the provision of IT services can be supported by maintenance contracts

D. the degree to which the services agreed in the Service Level Agreement (SLA) are complied with

Correct Answer: C

QUESTION 2

When must a Post Implementation Review take place?

A. at the request of the person who submitted the Change request

B. in case of emergency changes

C. if another incident of the same type occurs again after a Change has been made

D. after every Change

Correct Answer: D

QUESTION 3

In IT Service Continuity Management various precautionary measures are taken, for example using an emergency power provision. Which of the following ITIL processes could also initiate this kind of measure?

A. Availability Management

B. Incident Management

C. Capacity management

D. Change Management

Correct Answer: A

QUESTION 4

Which ITIL process ensures that the information that has been made available satisfies the specified information security requirements?

A. Availability Management

B. Security Management

C. IT Service Continuity Management

D. Service Level Management

Correct Answer: B

QUESTION 5

A number of new PCs have been installed at a company\\'s offices. For which of the following activities was Configuration Management responsible?

A. recording data regarding the PCs

B. establishing the correct links in the Local Area Network

C. installing software

D. making available the necessary user\\'s manuals

Correct Answer: A

QUESTION 6

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

QUESTION 7

Which of the following parties involved in an incident determines whether that incident can be closed?

A. employee of the Service Desk

B. user

C. purchaser of the services

D. Service Manager

Correct Answer: B

QUESTION 8

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

A. Change Management

B. Incident Management

C. Service Desk

D. Customer Relationship Management

Correct Answer: C

QUESTION 9

Who decides the category of a change?

A. the customer

B. the Service Desk

C. the Problem Manager

D. the Change Manager

Correct Answer: D

QUESTION 10

Security Management includes a number of sub-processes. Which activity of Security Management leads to a security sub-clause in the Service Level Agreement (SLA)?

A. Implement

B. Maintenance

C. Plan

D. Control

Correct Answer: C

QUESTION 11

Which activity is not a Service Desk activity?

A. solving a Problem

B. relating an incident to a Known Error

C. registering Incidents

D. applying temporary fixes

Correct Answer: A

QUESTION 12

How is a change that must be made quickly called?

A. an urgent change

B. a fast change

C. an unplanned change

D. a standard change

Correct Answer: A

QUESTION 13

What is the difference between a process and a project?

A. A process stops when the objective has been achieved, whereas a project does not stop when the objective is met.

B. A project is continuous and has no end date, whereas a process has a finite lifespan.

C. A process is continuous and has no end date, whereas a project has a finite lifespan.

D. In a project the focus is not on the result, whereas with a process the result is important.

Correct Answer: C

QUESTION 14

Which of the following is the best description of the contents of the Definitive Software Library?

A. software awaiting user acceptance testing

B. authorized versions of all software used on the infrastructure

C. copies of all live software programs

D. copies of all software versions that are needed

Correct Answer: B

QUESTION 15

Which activity is not the responsibility of IT Service Continuity Management?

A. testing back-out arrangements

B. analyzing risks

C. executing impact analyses of incidents related to the back-out facilities

D. drawing up back-out scenarios

Correct Answer: C