



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

ITIL foundation certificate in it service management(exin)

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**QUESTION 1**

When implementing a new version of an application both Change Management and Release Management are involved. What is the responsibility of the Change Management process here?

- A. Change Management has the executive task in this phase.
- B. Change Management must check whether the new application functions properly.
- C. Change Management plays a coordinating role in this phase.
- D. Change Management draws up the change request for this.

Correct Answer: C

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**QUESTION 2**

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

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**QUESTION 3**

Changes are divided into categories. What criterion defines a category for a change?

- A. the sequence in which the change is made
- B. the speed with which the change is made
- C. the consequences of the change such as limited, substantial, significant, etc.
- D. the Request for Change number that the change is assigned

Correct Answer: C

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**QUESTION 4**

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

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#### QUESTION 5

What is the basis of the ITIL approach to Service Management?

- A. interrelated activities
- B. departments
- C. IT resources
- D. officials

Correct Answer: A

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#### QUESTION 6

One of the objectives of Problem Management is to minimize the impact of problems on IT services. Which activity needs to be carried out by Problem Management in order to achieve this?

- A. maintaining relations with suppliers
- B. ensuring the availability of the IT infrastructure
- C. managing Known Errors
- D. giving second-line support when problems occur

Correct Answer: C

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#### QUESTION 7

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 8**

Which activity takes place immediately after recording and registering an incident?

- A. classification
- B. matching
- C. analysis and diagnosis
- D. solving and restoring

Correct Answer: A

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**QUESTION 9**

The Capacity Manager asks the user of an application whether a certain activity can be performed at night so that the CPU is not overloaded during the day. What part of the Capacity Management process does this refer to?

- A. Modeling
- B. Demand Management
- C. Application Management
- D. Application Sizing

Correct Answer: B

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**QUESTION 10**

When an organization decides to control the flow of incident information within the IT organization, which ITIL process would it be putting in place?

- A. Problem Management
- B. Incident Management
- C. Change Management
- D. Availability Management

Correct Answer: B

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**QUESTION 11**

Information and Communication Technologies (ICT) includes both Asset Management and Configuration Management. What is the difference between Asset Management and Configuration Management?



- A. Configuration Management makes an inventory of the Configuration Items and Asset Management registers them.
- B. Asset Management focuses exclusively on the book value and Configuration Management on the status of Configuration Items.
- C. Configuration Management is a component of Asset Management, so there are no differences between them.
- D. Asset Management monitors aspects such as depreciation and Configuration Management monitors aspects such as the relationships between the Configuration Items.

Correct Answer: D

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#### QUESTION 12

Where are activities documented with the aim of improving an IT service?

- A. Service Level Agreement (SLA)
- B. Service Catalogue
- C. Service Quality Plan (SQP)
- D. Service Improvement Program (SIP)

Correct Answer: D

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#### QUESTION 13

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 14

What aspects would you not expect to see in a Service Level report designed for the customer?

- A. the level of availability realised and the time not available per period
- B. the percentage of incidents that was resolved within the target
- C. the successful and reverted Changes during a specific period
- D. the average utilization level of the Service Desk



Correct Answer: D

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#### QUESTION 15

Which statement best describes the role of the Service Desk?

- A. The Service Desk ensures that the telephone is always manned.
- B. The Service Desk ensures that the agreed IT service is available.
- C. The primary task of the Service Desk is to investigate problems.
- D. The Service Desk functions as the first contact for the customer.

Correct Answer: D

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