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ITIL foundation certificate in it service management(exin)

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QUESTION 1

A user reports a PC problem to the Service Desk. A Service Desk representative determines that the PC is defective and indicates that according to the services catalogue, the PC will be replaced within three hours. Which ITIL process is responsible for having this user\'s PC replaced within three hours?

A. Change Management

B. Service Level Management

C. Configuration Management

D. Availability Management

Correct Answer: A

QUESTION 2

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

QUESTION 3

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

QUESTION 4

Which ITIL process has the objective of helping to monitor the IT services by maintaining a logical model of the IT infrastructure and IT services?

A. Capacity Management

B. Change Management

C. Configuration Management

D. Financial Management for IT services

Correct Answer: C

QUESTION 5

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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