



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

ITIL foundation certificate in it service management(exin)

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#### QUESTION 1

Which ITIL process has the task of classifying incoming interruption reports?

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

Correct Answer: D

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#### QUESTION 2

Software is checked for viruses before it goes into the Definitive Software Library (DSL). What ITIL process is responsible for ensuring that only virus-free software is put into the DSL?

- A. Release Management
- B. Application Management
- C. Capacity Management
- D. Configuration Management

Correct Answer: A

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#### QUESTION 3

In an organization, the purchasing department has relocated internally - not just the people, but also their IT resources. A Service Desk employee has been commissioned to relocate this department's workstations. In which ITIL process is this employee now playing a role?

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

Correct Answer: C

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#### QUESTION 4

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 5

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

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