

EX0-100^{Q&As}

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QUESTION 1

What does Mean	Time T	o Repair	(MTTR)	mean?
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- A. average time of the breakdown-free period within a measured period
- B. average downtime of a service
- C. average time between two consecutive incidents
- D. average uptime of a service

Correct Answer: B

QUESTION 2

For what is Capacity Management responsible?

- A. Security
- B. Maintainability
- C. Resource Management
- D. Serviceability

Correct Answer: C

QUESTION 3

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 4

For which of the following activities of Configuration Management are audits regularly implemented?

A. status monitoring



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- B. planning
- C. verification
- D. identification

Correct Answer: C

QUESTION 5

Which ITIL process is responsible for setting up the cost allocation system?

- A. Financial Management for IT Services
- B. Availability Management
- C. Service Level Management
- D. Capacity Management

Correct Answer: A

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