EX0-100^{Q&As}

ITIL foundation certificate in it service management(exin)

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QUESTION 1

Which ITIL process is responsible for annually allocating the costs of Underpinning Contracts?

A. Capacity Management

B. Service Level Management

C. Availability Management

D. Financial Management for IT Services

Correct Answer: D

QUESTION 2

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 3

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 4

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

QUESTION 5

Release Management has distributed a defective Release. As a result, monthly invoicing has come to a standstill. This has very radical consequences for the business and has been reported as an incident. According to ITIL best practices, what should happen next?

A. Problem Management will submit a Request for Change (RFC).

B. Service Level Management will start a Service Improvement Program (SIP).

C. Change Management will start a Post Implementation Review (PIR).

D. Release Management will implement the back-out plan.

Correct Answer: D

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