



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

ITIL foundation certificate in it service management(exin)

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#### QUESTION 1

Which activity in the Problem Management process is responsible for generating Requests for Change (RFCs)?

- A. Problem Analysis
- B. Proactive Problem Management
- C. Monitoring
- D. Error Control

Correct Answer: D

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#### QUESTION 2

The Application Sizing activity is part of Capacity Management. What is Application Sizing?

- A. measuring the load that an application places on the hardware
- B. keeping the capacity used by the applications up-to-date
- C. checking how an application has grown
- D. determining the hardware capacity required to support new (or adapted) applications

Correct Answer: D

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#### 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

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#### QUESTION 4

Of which ITIL process are Reliability, Serviceability and Maintainability components?

- A. Service Level Management



B. IT Service Continuity Management

C. Problem Management

D. Availability Management

Correct Answer: D

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#### QUESTION 5

What is the first step when registering an incident?

A. determine the priority

B. assign an incident number

C. record the incident data

D. perform matching

Correct Answer: B

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