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ITIL foundation certificate in it service management(exin)

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QUESTION 1

According to the Deming quality circle a number of steps must be performed repeatedly in order to ensure good performance. Which of the following answers specifies the correct sequence for these steps?

A. Act - Check - Do - Plan

B. Do - Plan - Check - Act

C. Check - Plan - Act - Do

D. Plan - Do - Check - Act

Correct Answer: D

QUESTION 2

Which ITIL process aims to prevent incidents resulting from changes to the IT infrastructure?

A. Problem Management

B. Availability Management

C. Incident Management

D. Change Management

Correct Answer: D

QUESTION 3

Where are the statuses of changes recorded?

A. in the Configuration Management Database (CMDB)

B. in the Known Error database

C. in the Change database

D. in the Definitive Software Library (DSL)

Correct Answer: A

QUESTION 4

When an organization decides to control the flow of incident information within the IT organization, which ITIL process would it be putting in place?

A. Incident Management

B. Problem Management

C. Change Management

D. Availability Management

Correct Answer: A

QUESTION 5

Which ITIL process manager requires a report specifying the duration of an interruption of a Configuration Item?

A. Availability Manager

B. Problem Manager

C. Service Level Manager

D. Incident Manager

Correct Answer: A

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