EX0-100^{Q&As}

ITIL foundation certificate in it service management(exin)

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QUESTION 1

What does Mean Time To Repair (MTTR) mean?

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

What is a request to replace something within the IT infrastructure called?

A. Request for Change

B. Replacement Request

C. Request for Release

D. Service Request

Correct Answer: A

QUESTION 3

Which of the following is a benefit of using ITIL?

A. that the quality and the costs of the IT services can be controlled more efficiently

B. that the users can influence the IT organization providing the IT services

C. that the organization around the IT services can be set up faster

D. that it is finally possible to charge for IT services

Correct Answer: A

QUESTION 4

Which data, for a new Configuration item (CI), is recorded in the Configuration Management Database (CMDB)?

A. the relationship to other Configuration Items

B. the impact of the Configuration Item

C. the Request for Change number for the Configuration Item

D. repairs to the Configuration Item

Correct Answer: A

QUESTION 5

Information and Communication Technologies (ICT) includes both Asset Management and Configuration Management. What is the difference between Asset Management and Configuration Management?

A. Configuration Management makes an inventory of the Configuration Items and Asset Management registers them.

B. Asset Management focuses exclusively on the book value and Configuration Management on the status of Configuration Items.

C. Configuration Management is a component of Asset Management, so there are no differences between them.

D. Asset Management monitors aspects such as depreciation and Configuration Management monitors aspects such as the relationships between the Configuration Items.

Correct Answer: D

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