

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

ITIL foundation certificate in it service management(exin)

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**QUESTION 1**

One of the objectives of Problem Management is to minimize the impact of problems on IT services. Which activity needs to be carried out by Problem Management in order to achieve this?

- A. maintaining relations with suppliers
- B. ensuring the availability of the IT infrastructure
- C. managing Known Errors
- D. giving second-line support when problems occur

Correct Answer: C

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**QUESTION 2**

Which ITIL process has the following objective? Correcting malfunctions in the services as quickly as possible by minimizing the consequences of the malfunctions, so that the user is hindered as little as possible.

- A. Change Management
- B. Availability Management
- C. Incident Management
- D. Problem Management

Correct Answer: C

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**QUESTION 3**

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 4**

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

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**QUESTION 5**

What is the term used for a fully described and approved Change that does not have to be evaluated by Change Management each time?

- A. Standard Change
- B. Request for Change
- C. Urgent Change
- D. Service Request

Correct Answer: A

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