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QUESTION 1

Which ITIL process provides an insight, through the Modeling activity, into trends that could cause performance problems in the future?

- A. Availability Management
- B. Incident Management
- C. Service Level Management
- D. Capacity Management

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

Which activity takes place immediately after recording and registering an incident?

- A. classification
- B. matching
- C. analysis and diagnosis
- D. solving and restoring

Correct Answer: A

QUESTION 4

Which ITIL process has the objective of helping to monitor the IT services by maintaining a logical model of the IT infrastructure and IT services?

- A. Capacity Management

- B. Change Management
- C. Configuration Management
- D. Financial Management for IT services

Correct Answer: C

QUESTION 5

Which ITIL process is responsible for analyzing risks and counter measures?

- A. Service Desk
- B. Capacity Management
- C. Problem Management
- D. IT Service Continuity Management

Correct Answer: D

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