

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

ITIL foundation certificate in it service management(exin)

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**QUESTION 1**

Which aspects are described in a Service Level Agreement (SLA)?

- A. the company strategy
- B. the technological developments that can affect the services offered
- C. the quality, expressed in quantity and costs, of the services offered
- D. the costs and expected revenue of the services offered

Correct Answer: C

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**QUESTION 2**

Which ITIL process or which ITIL department has responsibilities that include distributing information to users?

- A. Change Management
- B. Incident Management
- C. Service Desk
- D. Customer Relationship Management

Correct Answer: C

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**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

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**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

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**QUESTION 5**

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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