

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

ITIL foundation certificate in it service management(exin)

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#### QUESTION 1

A process is a logically coherent series of activities for a pre-defined goal. What is the process owner responsible for?

- A. the result of the process
- B. describing the process
- C. implementing the process
- D. setting up the process

Correct Answer: A

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#### QUESTION 2

What is the criterion used by Change Management in determining the category for a Request for Change?

- A. priority
- B. urgency
- C. impact
- D. content

Correct Answer: C

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#### QUESTION 3

Which ITIL process verifies that the modifications which have been made to the IT infrastructure have been properly documented?

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

Correct Answer: A

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#### QUESTION 4

Which ITIL process aims to trace business-critical services for which supplementary emergency measures must be taken?

- A. IT Service Continuity Management

- B. Capacity Management
- C. Availability Management
- D. Problem Management

Correct Answer: A

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#### QUESTION 5

What is the first step when registering an incident?

- A. determine the priority
- B. assign an incident number
- C. record the incident data
- D. perform matching

Correct Answer: B

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#### QUESTION 6

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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#### QUESTION 7

Which activity is not a Service Desk activity?

- A. solving a Problem
- B. relating an incident to a Known Error
- C. registering Incidents
- D. applying temporary fixes

Correct Answer: A

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#### QUESTION 8

Which activity in the Problem Management process is responsible for generating Requests for Change (RFCs)?

- A. Problem Analysis
- B. Proactive Problem Management
- C. Monitoring
- D. Error Control

Correct Answer: D

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#### QUESTION 9

Which ITIL process is responsible for handling an application for a new workstation according to a standard working method?

- A. Service Desk
- B. Service Level Management
- C. Incident Management
- D. Change Management

Correct Answer: D

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#### QUESTION 10

What is a baseline in the IT infrastructure?

- A. a minimum value for a customer service (\\must at least satisfy?)
- B. the most important infrastructure (such as a network) to which all kinds of workstations and services can be linked
- C. a standard configuration (such as a standard workstation)
- D. a document that states how the infrastructure must be dealt with in an organization (vision)

Correct Answer: C

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#### QUESTION 11

Which of the following is an example of proactive Problem Management?

- A. a trend analysis

- B. a report regarding the Problem Management process
- C. a change request
- D. an urgent change

Correct Answer: A

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#### **QUESTION 12**

When is a Known Error identified?

- A. When the cause of the problem is known.
- B. When the problem is known.
- C. When the problem has been resolved.
- D. When the incident has been sent to Problem Management.

Correct Answer: A

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#### **QUESTION 13**

Which of the following is a department rather than a process?

- A. Problem Management
- B. Change Management
- C. Incident Management
- D. Service Desk

Correct Answer: D

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#### **QUESTION 14**

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 15**

What does the term '\\detail level\\' mean in the context of the Configuration Management Database (CMDB)?

- A. the relationship between the different Configuration Items
- B. the depth of the database structure
- C. the location of the Configuration Item
- D. the quantity of stored Configuration Items

Correct Answer: B

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