

# QUESTIONS & ANSWERS

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**Exin**

# EX0-100

*ITIL Foundation Certificate in IT Service Management*

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**QUESTION: 399**

An overhead would normally be regarded as which of the following?

- A. A discounted charge
- B. The market price
- C. An indirect cost
- D. A direct cost

**Answer: C**

**QUESTION: 400**

Consider the following activities:

1. The analysis of raw data
2. The identification of trends
3. The definition of Service Management processes
4. The implementation of preventive measures

Which of the above should be easier after implementing a good IT Service Management software tool?

- A. All of them
- B. 2 and 3
- C. None of them
- D. 1, 2 and 4

**Answer: D**

**QUESTION: 401**

The CMDB:

- A. Must be available for update 7 x 24 if any of the services supported by the IT supplier are available 7 x 24
- B. Is updated by Configuration Management staff at the end of each working day

- C. Holds information that will be useful to the majority of IT Service Management processes
- D. Must be verified for accuracy monthly with trend reports on errors distributed to management quarterly

**Answer: C**

**QUESTION: 402**

Which of the following is NOT a valid method of tuning?

- A. Balancing disc traffic
- B. Making more efficient use of processing capacity
- C. Installing a new server
- D. Balancing workloads

**Answer: C**

**QUESTION: 403**

For an organisation implementing the ITIL IT Service Management processes which of the following statements is most accurate?

- A. The full benefits will only be realised if all IT staff are fully qualified in IT Service Management.
- B. The full benefits will only be realised if Incident & Problem Management processes are implemented first.
- C. The full benefits will only be realised if the business requirements are first ascertained and then the processes are implemented in an integrated way.
- D. The full benefits will only be realised if regular reviews are undertaken with customers.

**Answer: C**

**QUESTION:** 404

Which of the following would NOT be a performance measurement for the Service Level Management function?

- A. What percentage of services are covered by SLAs?
- B. Are service review meetings held on time and correctly minuted?
- C. Are customer perceptions of service improving?
- D. How many services are included within the CMDB?

**Answer:** D

**QUESTION:** 405

Which of the following is NOT an element of Availability Management?

- A. Verification
- B. Security
- C. Reliability
- D. Maintainability

**Answer:** A

**QUESTION:** 406

Which of the following statements is TRUE?

- A. Physical copies of all CIs are stored in the DSL
- B. Release Management is responsible for managing the organisation's rights and obligations regarding software
- C. The DSL contains source code only
- D. A change may only be developed from non-definitive versions of software in the case of an urgent release

**Answer:** B

**QUESTION:** 407

Which of the following metrics would you most associate with the Service Desk?

- A. The number of high priority incidents occurring
- B. The support team which resolves the greatest number of problems
- C. The number of problems solved in a day
- D. The mean time between failure

**Answer:** A

**QUESTION:** 408

Potential benefits from managing IT Service Continuity are:

1. Lower insurance premiums
2. Fulfilment of mandatory or regulatory requirements
3. Reduced business disruption in the event of a disaster
4. Better management of risk and the consequent reduction of the impact of failure

- A. 2 and 4
- B. 2, 3 and 4
- C. All of them
- D. 1, 2 and 4

**Answer:** C

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