

# EX0-100

## Exin

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**QUESTION 1:**

Which activity is not the responsibility of IT service continuity management?

- A. Drawing up back-out scenarios
- B. Analyzing risks
- C. Testing back-out arrangements
- D. Executing impact analyses of incidents related to the back-out facilities

Answer: D

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**QUESTION 2:**

Which ITIL process has responsibility in preventing unauthorized access to data?

- A. IT service continuity management
- B. Availability management
- C. Release management
- D. Security management

Answer: D

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**QUESTION 3:**

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

- A. Change management
- B. Service desk
- C. Customer relationship management
- D. Incident Management

Answer: B

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**QUESTION 4:**

Where are activities documented with the aim of improving an IT service?

- A. Service Quality Plan (SQP)
- B. Service improvement program (SIP)
- C. Service catalogue

**EX0-100**

D. Service Level Agreement (SLA)

Answer: B

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**QUESTION 5:**

In the change management process, which role is ultimately responsible for the entire process?

- A. Change Advisory Board
- B. IT Manager
- C. Change Manager
- D. Change Coordinator

Answer: C

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**QUESTION 6:**

In Certkiller .com, the purchasing department has relocated internally, not just the people, but also their IT resources. A service Desk employee has been commissioned to relocate this department's workstations. In which ITIL process is this employee now playing a role?

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

Answer: C

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**QUESTION 7:**

Which of the following is an example of proactive problem management?

- A. A report regarding the problem management process
- B. An urgent change
- C. A change request
- D. A trend analysis

Answer: D

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**QUESTION 8:**

## EX0-100

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 request for change number for the configuration item
- C. Repairs to the configuration item
- D. The impact of the configuration item

Answer: A

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### **QUESTION 9:**

Which activity is not the responsibility of IT service continuity management?

- A. Testing back-out arrangements
- B. Drawing up back-out scenarios
- C. Analyzing risks
- D. Executing impact analyses of incidents related to the back-out facilities

Answer: D

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### **QUESTION 10:**

Which ITIL process provides change proposals in order to eliminate structural errors?

- A. Availability management
- B. Problem Management
- C. IT service continuity management
- D. Security Management

Answer: B

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### **QUESTION 11:**

Which activity is not a Service Desk activity?

- A. Relating an incident to a known Error
- B. Registering incidents
- C. Applying temporary fixes
- D. Solving a Problem

Answer: D

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