



Exam : EX0-100

Title : ITIL Foundation Certificate in IT Service
Management

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QUESTION 1

The successful diagnosis of a problem results in a Known Error. On the basis of this Known Error a Request for Change may be raised.
When can the Known Error be closed?

- A. When a review of the change has led to a satisfactory result.
- B. When incidents related to the Known Error do not occur any more.
- C. When the proposal for change is lodged with Change Management.
- D. When the Request for Change is authorized by the Change Advisory Board.

Answer: A

QUESTION 2

When an organization decides to control the flow of incident information within the IT organization, which ITIL process would it be putting in place?

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

Answer: C

QUESTION 3

When must a Post Implementation Review take place?

- A. after every Change
- B. at the request of the person who submitted the Change request
- C. in case of emergency changes
- D. if another incident of the same type occurs again after a Change has been made

Answer: A

QUESTION 4

Which activity is not the responsibility of IT Service Continuity Management?

- A. analyzing risks
- B. testing back-out arrangements
- C. drawing up back-out scenarios
- D. executing impact analyses of incidents related to the back-out facilities

Answer: D

QUESTION 5

Which ITIL process has the objective of helping to monitor the IT services by

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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

Answer: C

QUESTION 6

According to the Deming quality circle a number of steps must be performed repeatedly in order to ensure good performance.

Which of the following answers specifies the correct sequence for these steps?

- A. Act - Check - Do - Plan
- B. Check - Plan - Act - Do
- C. Do - Plan - Check - Act
- D. Plan - Do - Check - Act

Answer: D

QUESTION 7

The Deming quality circle is a model for control based on quality.

Which step in this model must be taken first?

- A. adjustment
- B. measurement
- C. planning
- D. implementation

Answer: C

QUESTION 8

A process is a logically coherent series of activities for a pre-defined goal.

What is the process owner responsible for?

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

Answer: D

QUESTION 9

What is the difference between a process and a project?

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- A. A process is continuous and has no end date, whereas a project has a finite lifespan.
- B. A project is continuous and has no end date, whereas a process has a finite lifespan.
- C. A process stops when the objective has been achieved, whereas a project does not stop when the objective is met.
- D. In a project the focus is not on the result, whereas with a process the result is important.

Answer: A

QUESTION 10

What is the basis of the ITIL approach to Service Management?

- A. departments
- B. IT resources
- C. officials
- D. interrelated activities

Answer: D

QUESTION 11

Which of the following is a benefit of using ITIL?

- A. that the users can influence the IT organization providing the IT services
- B. that the quality and the costs of the IT services can be controlled more efficiently
- C. that the organization around the IT services can be set up faster
- D. that it is finally possible to charge for IT services

Answer: B

QUESTION 12

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

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

Answer: B

QUESTION 13

In an organization, 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. Change Management

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

Answer: A

QUESTION 14

Information is regularly exchanged between Problem Management and Change Management.

What information is this?

- A. Known Errors from Problem Management, on the basis of which Change Management can generate Requests for Change (RFCs)
- B. RFCs resulting from Known Errors
- C. RFCs from the users that Problem Management passes on to Change Management
- D. RFCs from the Service Desk that Problem Management passes on to Change Management

Answer: B

QUESTION 15

In IT Service Continuity Management various precautionary measures are taken, for example using an emergency power provision.

Which of the following ITIL processes could also initiate this kind of measure?

- A. Availability Management
- B. Capacity management
- C. Change Management
- D. Incident Management

Answer: A

QUESTION 16

Which statement best describes the role of the Service Desk?

- A. The Service Desk functions as the first contact for the customer.
- B. The primary task of the Service Desk is to investigate problems.
- C. The Service Desk ensures that the agreed IT service is available.
- D. The Service Desk ensures that the telephone is always manned.

Answer: A

QUESTION 17

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

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

Answer: D

QUESTION 18

Which activity is not a Service Desk activity?

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

Answer: B

QUESTION 19

Who is responsible for tracking and monitoring an incident?

- A. Problem Manager
- B. Problem Management staff
- C. Service Desk
- D. Service Level Manager

Answer: C

QUESTION 20

The Service Desk receives different types of calls.
Which of the following is an incident?

- A. information about the rollout of a specific application
- B. a notification that a new toner cartridge has just been installed in a printer
- C. a system message that a printer is not working
- D. a request to install a new bookkeeping package

Answer: C

QUESTION 21

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

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

Answer: D

QUESTION 22

One of Problem Management's tasks is to proactively prevent incidents. Which of the following is a Problem Management activity that can be categorized as being proactive?

- A. analyzing reported incidents in order to make recommendations
- B. delivering second-line support, should problems occur
- C. making agreements with the customer using Service Level Agreements
- D. employing more Problem Managers

Answer: A

QUESTION 23

One of the objectives of Problem Management is to minimize the impact of problems on IT services. Which activity needs to be carried out by Problem Management in order to achieve this?

- A. ensuring the availability of the IT infrastructure
- B. giving second-line support when problems occur
- C. maintaining relations with suppliers
- D. managing Known Errors

Answer: D

QUESTION 24

Which status is a problem assigned once its cause has been identified?

- A. Incident
- B. Known Error
- C. Work-around
- D. Request for Change (RFC)

Answer: B

QUESTION 25

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

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

Answer: B

QUESTION 26

When the cause of one or more incidents is not known, additional resources are assigned to identify the cause.

Which ITIL process is responsible for this?

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

Answer: C

QUESTION 27

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

- A. IT Service Continuity Management
- B. Availability Management
- C. Security Management
- D. Problem Management

Answer: D

QUESTION 28

When is a Known Error identified?

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

Answer: A

QUESTION 29

Which of the following tasks is part of proactive Problem Management?

- A. making a change to resolve a problem
- B. registering frequently occurring errors
- C. analyzing trends
- D. managing Known Errors

Answer: C

QUESTION 30

Which ITIL process is responsible for tracing the underlying cause of errors?

- A. Capacity Management
- B. Incident Management
- C. Problem Management
- D. Security Management

Answer: C

QUESTION 31

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

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

Answer: B

QUESTION 32

How does Problem Management contribute to a higher solution percentage of first-line support?

- A. by analyzing open incidents
- B. by evaluating incidents with the customer
- C. by preventing incidents
- D. by making a knowledge database available

Answer: D

QUESTION 33

What is the primary task of Error Control?

- A. checking problems and incidents
- B. classifying and defining the priorities of problems
- C. correcting Known Errors
- D. providing information to the users

Answer: C

QUESTION 34

What is the term used for a situation derived from a series of incidents with the same characteristics?

- A. a Change Request

- B. a Known Error
- C. a Problem
- D. a Service Call

Answer: C

QUESTION 35

What is meant by the urgency of an incident?

- A. the degree to which the solution of an incident tolerates delay
- B. the degree to which the incident gives rise to a deviation from the normal service level
- C. the time needed by IT Services to resolve the incident
- D. the relative importance of the incidents when handling them

Answer: A

QUESTION 36

Certkiller .com calls the Service Desk and reports that the system is slow. He asks whether he can be given another PC like his colleague's, which is much faster. Which term is applicable to this situation?

- A. Classification
- B. Incident
- C. Problem
- D. Request for Change

Answer: B

QUESTION 37

Reports of different types arrive at a Service Desk. Which of the following reports is an incident?

- A. information about the departure time of the train to London
- B. a question about where the manual is
- C. a report that the printer is not working
- D. a request for the installation of a new bookkeeping package

Answer: C

QUESTION 38

Which ITIL process has the following objective?

Correcting malfunctions in the services as quickly as possible by minimizing the consequences of the malfunctions, so that the user is hindered as little as possible.

- A. Availability Management
- B. Change Management

- C. Incident Management
- D. Problem Management

Answer: C

QUESTION 39

What is the first step when registering an incident?

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

Answer: B

QUESTION 40

Which ITIL process has the task of classifying incoming interruption reports?

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

Answer: B

QUESTION 41

Which of the following parties involved in an incident determines whether that incident can be closed?

- A. purchaser of the services
- B. user
- C. employee of the Service Desk
- D. Service Manager

Answer: B

QUESTION 42

What is the use of additional technical expertise in the Incident Management process called?

- A. incident classification
- B. functional escalation
- C. resolution and recovery of the incident
- D. problem analysis

Answer: B

QUESTION 43

Of which ITIL process are Reliability, Serviceability and Maintainability components?

- A. IT Service Continuity Management
- B. Service Level Management
- C. Problem Management
- D. Availability Management

Answer: D

QUESTION 44

What is the meaning of the term Serviceability?

- A. the degree of availability of the IT services that can be offered
- B. the degree of support that the Service Desk provides to the customer
- C. the degree to which the provision of IT services can be supported by maintenance contracts
- D. the degree to which the services agreed in the Service Level Agreement (SLA) are complied with

Answer: C

QUESTION 45

What does Mean Time To Repair (MTTR) mean?

- A. average uptime of a service
- B. average downtime of a service
- C. average time between two consecutive incidents
- D. average time of the breakdown-free period within a measured period

Answer: B

QUESTION 46

Which ITIL process manager requires a report specifying the duration of an interruption of a Configuration Item?

- A. Availability Manager
- B. Incident Manager
- C. Problem Manager
- D. Service Level Manager

Answer: A

QUESTION 47

The Application Sizing activity is part of Capacity Management.
What is Application Sizing?

- A. measuring the load that an application places on the hardware
- B. checking how an application has grown
- C. keeping the capacity used by the applications up-to-date
- D. determining the hardware capacity required to support new (or adapted) applications

Answer: D

QUESTION 48

The Capacity Manager asks the user of an application whether a certain activity can be performed at night so that the CPU is not overloaded during the day.
What part of the Capacity Management process does this refer to?

- A. Application Sizing
- B. Modeling
- C. Application Management
- D. Demand Management

Answer: D

QUESTION 49

For what is Capacity Management responsible?

- A. Security
- B. Resource Management
- C. Maintainability
- D. Serviceability

Answer: B

QUESTION 50

Which ITIL process is responsible for determining the hardware necessary in order to support an application?

- A. Availability Management
- B. Capacity Management
- C. Change Management
- D. Configuration Management

Answer: B

QUESTION 51

An analysis has been made regarding the expansion of the customer information

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database. The result indicates that the mainframe disk capacity must be increased, to accommodate the expected growth of the database in the foreseeable future. Which process is responsible for sharing this information on time, to make sure that the available disk space is sufficient?

- A. Availability Management
- B. Capacity Management
- C. Change Management
- D. Security Management

Answer: B

QUESTION 52

The cash registers in a supermarket experience network disruptions daily between 4 p.m. and 6 p.m.

Which ITIL process is responsible for solving these difficulties on a structural basis?

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

Answer: D

QUESTION 53

In Change Management, a number of activities take place between the acceptance of a Request for Change and the completion of the change.

Which activity is performed after acceptance of a Request for Change?

- A. scheduling the Request for Change
- B. building and testing the change
- C. determining the urgency of the change
- D. implementing the change

Answer: C

QUESTION 54

Where are the statuses of changes recorded?

- A. in the Configuration Management Database (CMDB)
- B. in the Known Error database
- C. in the Definitive Software Library (DSL)
- D. in the Change database

Answer: A

QUESTION 55

A user reports a PC problem to the Service Desk. A Service Desk representative determines that the PC is defective and indicates that according to the services catalogue, the PC will be replaced within three hours.

Which ITIL process is responsible for having this user's PC replaced within three hours?

- A. Availability Management
- B. Change Management
- C. Configuration Management
- D. Service Level Management

Answer: B

QUESTION 56

Who decides the category of a change?

- A. the Change Manager
- B. the customer
- C. the Problem Manager
- D. the Service Desk

Answer: A

QUESTION 57

An organization plans on implementing a new network operating system. Before the actual implementation takes place, the plan of approach for achieving the implementation is discussed.

Under whose leadership is this discussion held?

- A. the Change Manager
- B. the Service Level Manager
- C. the Service Manager
- D. the Network Manager

Answer: A

QUESTION 58

How is a change that must be made quickly called?

- A. a fast change
- B. a standard change
- C. an urgent change
- D. an unplanned change

Answer: C

QUESTION 59

Changes are divided into categories.

What criterion defines a category for a change?

- A. the consequences of the change such as limited, substantial, significant, etc.
- B. the speed with which the change is made
- C. the sequence in which the change is made
- D. the Request for Change number that the change is assigned

Answer: A

QUESTION 60

When implementing a new version of an application both Change Management and Release Management are involved.

What is the responsibility of the Change Management process here?

- A. Change Management has the executive task in this phase.
- B. Change Management plays a coordinating role in this phase.
- C. Change Management must check whether the new application functions properly.
- D. Change Management draws up the change request for this.

Answer: B

QUESTION 61

What is a request to replace something within the IT infrastructure called?

- A. Replacement Request
- B. Request for Change
- C. Request for Release
- D. Service Request

Answer: B

QUESTION 62

In the Change Management process, which role is ultimately responsible for the entire process?

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

Answer: C

QUESTION 63

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

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

Answer: B

QUESTION 64

Where is the planning of changes kept up to date?

- A. the CMDB (Configuration Management Database)
- B. the FSC (Forward Schedule of Changes)
- C. the CAB (Change Advisory Board)
- D. SIP (Service Improvement Program)

Answer: B

QUESTION 65

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. Request for Change
- B. Service Request
- C. Standard Change
- D. Urgent Change

Answer: C

QUESTION 66

Which ITIL process aims to prevent incidents resulting from changes to the IT infrastructure?

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

Answer: B

QUESTION 67

Which subject should be one of the standard items on the agenda of a meeting of the

Change Advisory Board (CAB)?

- A. reports from Service Level Management
- B. the registration of Changes
- C. ongoing or concluded Changes
- D. the wishes of customers to implement Changes

Answer: C

QUESTION 68

A power failure has knocked out the entire IT infrastructure. Fortunately, there is an ITSC Plan available.

When should power failure be considered a disaster to enact the ITSC Plan?

- A. Immediately, as the IT service can no longer be used.
- B. When the Continuity Manager expects the failure to last longer than the maximum period of time mentioned in the Service Level Agreement.
- C. When the Incident Manager thinks this is necessary.
- D. When the time within which the failure should be solved, has exceeded.

Answer: B

QUESTION 69

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

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

Answer: B

QUESTION 70

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

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

Answer: C

QUESTION 71

Which ITIL process carries out a risk analysis on the possible threats to and vulnerabilities of the IT infrastructure?

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

Answer: B

QUESTION 72

Which of the following statements about the Service Catalogue is correct?

- A. It describes only those services that are also included in the Service Level Agreement (SLA).
- B. It describes all services that can be supplied by the IT management organization.
- C. It is necessary in order to draw up an SLA.
- D. It can be used instead of an SLA.

Answer: B

QUESTION 73

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

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

Answer: B

QUESTION 74

What aspects would you not expect to see in a Service Level report designed for the customer?

- A. the average utilization level of the Service Desk
- B. the level of availability realised and the time not available per period
- C. the percentage of incidents that was resolved within the target
- D. the successful and reverted Changes during a specific period

Answer: A

QUESTION 75

How can an organization determine the effectiveness of the Service Level Management process?

- A. by checking contracts with suppliers
- B. by measuring customer satisfaction

- C. by defining service levels
- D. by reporting on all incidents

Answer: B

QUESTION 76

Which ITIL process is responsible for creating the cost agreements for extra support of the Service Desk?

- A. Availability Management
- B. Financial Management for IT Services
- C. Incident Management
- D. Service Level Management

Answer: D

QUESTION 77

Users have complained about the e-mail service. An evaluation of the service has been performed.

Which activity takes place after the evaluation of a service?

- A. adjusting of the service
- B. monitoring of Service Levels
- C. compilation of Service Level Reports
- D. defining Service Levels

Answer: A

QUESTION 78

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

- A. Service Catalogue
- B. Service Improvement Program (SIP)
- C. Service Level Agreement (SLA)
- D. Service Quality Plan (SQP)

Answer: B

QUESTION 79

In the Service Level Management Process, what happens during the activity called "monitoring"?

- A. identifying the needs of customers
- B. guarding negotiations with the customer
- C. guarding agreements with the customer
- D. acquiring customers

Answer: C

QUESTION 80

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

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

Answer: B

QUESTION 81

Information and Communication Technologies (ICT) includes both Asset Management and Configuration Management.

What is the difference between Asset Management and Configuration Management?

- A. Asset Management focuses exclusively on the book value and Configuration Management on the status of Configuration Items.
- B. Asset Management monitors aspects such as depreciation and Configuration Management monitors aspects such as the relationships between the Configuration Items.
- C. Configuration Management is a component of Asset Management, so there are no differences between them.
- D. Configuration Management makes an inventory of the Configuration Items and Asset Management registers them.

Answer: B

QUESTION 82

In the Certkiller .com company a specific component of the IT infrastructure has been modified. This could have consequences for other components.

What ITIL process should be set up in order to provide good insight into these consequences?

- A. Availability Management
- B. Capacity Management
- C. Change Management
- D. Configuration Management

Answer: D

QUESTION 83

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 quantity of stored Configuration Items
- D. the location of the Configuration Item

Answer: B

QUESTION 84

Which ITIL process includes the activity of describing and registering all components in the IT infrastructure?

- A. Capacity Management
- B. Configuration Management
- C. Problem Management
- D. Service Level Management

Answer: B

QUESTION 85

What is a baseline in the IT infrastructure?

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

Answer: D

QUESTION 86

For which of the following activities of Configuration Management are audits regularly implemented?

- A. identification
- B. planning
- C. status monitoring
- D. verification

Answer: D

QUESTION 87

Which data, for a new Configuration item (CI), is recorded in the Configuration Management Database (CMDB)?

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- A. the impact of the Configuration Item
- B. the relationship to other Configuration Items
- C. the Request for Change number for the Configuration Item
- D. repairs to the Configuration Item

Answer: B

QUESTION 88

A number of new PCs have been installed at a company's offices.
For which of the following activities was Configuration Management responsible?

- A. establishing the correct links in the Local Area Network
- B. installing software
- C. making available the necessary user's manuals
- D. recording data regarding the PCs

Answer: D

QUESTION 89

Which of the following questions can not be answered directly from the Configuration Management Database (CMDB)?

- A. Which Requests for Change have been submitted for a specific server?
- B. Which members of staff of department X have moved to department Y?
- C. What incidents or problems have there been for this PC?
- D. Which Configuration Items does a specific service consist of?

Answer: B

QUESTION 90

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

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

Answer: A

QUESTION 91

When is a back-out plan invoked?

- A. When it is found that something went wrong when building a Change.
- B. When it is found that something went wrong when implementing a Change.

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- C. When it is found that something went wrong when scheduling resources.
- D. When it is found that something went wrong when testing a Change.

Answer: B

QUESTION 92

Release Management has distributed a defective Release. As a result, monthly invoicing has come to a standstill. This has very radical consequences for the business and has been reported as an incident.

According to ITIL best practices, what should happen next?

- A. Problem Management will submit a Request for Change (RFC).
- B. Change Management will start a Post Implementation Review (PIR).
- C. Release Management will implement the back-out plan.
- D. Service Level Management will start a Service Improvement Program (SIP).

Answer: C

QUESTION 93

What is the first activity when implementing a release?

- A. designing and building a release
- B. testing a release
- C. compiling the release schedule
- D. communicating and preparing the release

Answer: C

QUESTION 94

The spell check module of a word-processing software package contains a number of errors. The Development department has corrected these errors in a new version. Which process is responsible for ensuring this updated version is tested?

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

Answer: D

QUESTION 95

Which of the following is the best description of the contents of the Definitive Software Library?

- A. copies of all software versions that are needed
- B. copies of all live software programs

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- C. authorized versions of all software used on the infrastructure
- D. software awaiting user acceptance testing

Answer: C

QUESTION 96

Software is checked for viruses before it goes into the Definitive Software Library (DSL).

What ITIL process is responsible for ensuring that only virus-free software is put into the DSL?

- A. Application Management
- B. Capacity Management
- C. Configuration Management
- D. Release Management

Answer: D

QUESTION 97

Which ITIL process is responsible for annually allocating the costs of Underpinning Contracts?

- A. Availability Management
- B. Capacity Management
- C. Financial Management for IT Services
- D. Service Level Management

Answer: C

QUESTION 98

Which ITIL process is responsible for setting up the cost allocation system?

- A. Availability Management
- B. Capacity Management
- C. Financial Management for IT Services
- D. Service Level Management

Answer: C

QUESTION 99

Which activity in the ITIL process "Financial Management for IT Services" is responsible for billing the services that were provided to the customer?

- A. Accounting
- B. Budgeting
- C. Charging

D. Reporting

Answer: C

QUESTION 100

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

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

Answer: B

QUESTION 101

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

- A. Availability Management
- B. IT Service Continuity Management
- C. Release Management
- D. Security Management

Answer: D

QUESTION 102

Where are agreements regarding Security Management recorded?

- A. in a Configuration Management Database (CMDB)
- B. in a Service Level Agreement (SLA)
- C. in a Definitive Software Library (DSL)
- D. in a Capacity Plan

Answer: B

QUESTION 103

Which ITIL process handles the implementation of the policy for access management and access to information systems?

- A. Availability Management
- B. Incident Management
- C. Release Management
- D. Security Management

Answer: D

QUESTION 104

Which ITIL process ensures that the information that has been made available satisfies the specified information security requirements?

- A. Availability Management
- B. IT Service Continuity Management
- C. Security Management
- D. Service Level Management

Answer: C

QUESTION 105

Which of the following describes the basic concept of Integrity in the Security Management process?

- A. the capacity to verify the correctness of the data
- B. the correctness of the data
- C. protection of the data against unauthorized access and use
- D. access to the data at any moment

Answer: B

QUESTION 106

Security Management includes a number of sub-processes.

Which activity of Security Management leads to a security sub-clause in the Service Level Agreement (SLA)?

- A. Implement
- B. Maintenance
- C. Plan
- D. Control

Answer: C