



# PC0-001<sup>Q&As</sup>

ITIL 2011 Foundation

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### QUESTION 1

The experiences, ideas, insights and values of individuals are examples of which level of understanding within knowledge management?

- A. Data
- B. Information
- C. Knowledge
- D. Governance

Correct Answer: C

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### QUESTION 2

Where should the following information be stored?

1.  
The experience of staff
  2.  
Records of user behaviour
  3.  
Supplier\\'s abilities and requirements
  4.  
User skill levels
- A. The forward schedule of change
  - B. The service portfolio
  - C. A configuration management database (CMDB)
  - D. The service knowledge management system (SKMS)

Correct Answer: D

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### QUESTION 3

Which process is responsible for sourcing and delivering components of requested standard services?



- A. Request fulfilment
- B. Service portfolio management
- C. Service desk D. IT finance

Correct Answer: A

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#### QUESTION 4

Which one of the following can help determine the level of impact of a problem?

- A. Definitive media library (DML)
- B. Configuration management system (CMS)
- C. Statement of requirements (SOR)
- D. Standard operating procedures (SOP)

Correct Answer: B

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#### QUESTION 5

Which one of the following is the BEST definition of the term service management?

- A. A set of specialized organizational capabilities for providing value to customers in the form of services
- B. A group of interacting, interrelated, or independent components that form a unified whole, operating together for a common purpose
- C. The management of functions within an organization to perform certain activities
- D. Units of organizations with roles to perform certain activities

Correct Answer: A

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