



PC0-001^{Q&As}

ITIL 2011 Foundation

Pass Peoplecert PC0-001 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.passapply.com/pc0-001.html>

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by Peoplecert
Official Exam Center

- ⚙ **Instant Download** After Purchase
- ⚙ **100% Money Back** Guarantee
- ⚙ **365 Days** Free Update
- ⚙ **800,000+** Satisfied Customers





QUESTION 1

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

QUESTION 2

Which one of the following activities does application management perform?

- A. Defining where the vendor of an application should be located
- B. Ensuring that the required functionality is available to achieve the required business outcome
- C. Deciding who the vendor of the storage devices will be
- D. Agreeing the service levels for the service supported by the application

Correct Answer: B

QUESTION 3

Access management is closely related to which other process?

- A. Capacity management only
- B. 3rd line support
- C. Information security management
- D. Change management

Correct Answer: C

QUESTION 4

Which statement about the emergency change advisory board (ECAB) is CORRECT

- A. The ECAB considers every high priority request for change (RFC)



- B. Amongst the duties of the ECAB is the review of completed emergency changes
- C. The ECAB will be used for emergency changes where there may not be time to call a full CAB
- D. The ECAB will be chaired by the IT Director

Correct Answer: C

QUESTION 5

Which of the following is NOT one of the five individual aspects of service design?

- A. The design of the service portfolio, including the service catalogue
- B. The design of new or changed services
- C. The design of market spaces
- D. The design of the technology architectures

Correct Answer: C

[PC0-001 VCE Dumps](#)

[PC0-001 Practice Test](#)

[PC0-001 Exam Questions](#)