



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 of the following is the BEST reason for categorizing incidents?

- A. To establish trends for use in problem management and other IT service management (ITSM) activities
- B. To ensure service levels are met and breaches of agreements are avoided
- C. To enable the incident management database to be partitioned for greater efficiency
- D. To identify whether the user is entitled to log an incident for this particular service

Correct Answer: A

QUESTION 2

Which of the following are objectives of service level management?

- 1: Defining, documenting and agreeing the level of FT services to be provided
- 2: Monitoring, measuring and reporting the actual level of services provided
- 3: Monitoring and improving customer satisfaction
- 4:

Identifying possible future markets that the service provider could operate in

- A.
1, 2 and 3 only
- B.
1 and 2 only
- C.
1, 2 and 4 only
- D.
All of the above

Correct Answer: A

QUESTION 3

Which of the following is service transition planning and support NOT responsible for?



- A. Prioritizing conflicts for service transition resources
- B. Coordinating the efforts required to manage multiple simultaneous transitions
- C. Maintaining policies, standards and models for service transition activities and processes
- D. Detailed planning of the build and test of individual changes

Correct Answer: D

QUESTION 4

Which one of the following does service metrics measure?

- A. Functions
- B. Maturity and cost
- C. The end-to-end service
- D. Infrastructure availability

Correct Answer: C

QUESTION 5

Which of the following service desk organizational structures are described in service operation?

- 1.
Local service desk
- 2.
Virtual service desk
- 3.
IT help desk
- 4.
Follow the sun

- A. 1, 2 and 4 only
- B. 2, 3 and 4 only
- C. 1, 3 and 4 only
- D. 1, 2 and 3 only

Correct Answer: A



VCE & PDF

PassApply.com

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

2024 Latest passapply PC0-001 PDF and VCE dumps Download

[Latest PC0-001 Dumps](#)

[PC0-001 VCE Dumps](#)

[PC0-001 Practice Test](#)