PC0-001^{Q&As}

ITIL 2011 Foundation

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QUESTION 1

Which of the following is the best definition of IT service management?

A. An internal service provider that is embedded within a business unit

B. A complete set of all the documentation required to deliver world class services to customers

C. Technical implementation of supporting IT infrastructure components

D. The implementation and management of quality IT services that meet business needs

Correct Answer: D

QUESTION 2

What should a service always deliver to customers?

A. Applications

B. Infrastructure

C. Value

D. Resources

Correct Answer: C

QUESTION 3

A known error has been created after diagnosis of a problem was complete but before a workaround has been found. Is this a valid approach?

A. Yes: for information purposes, a known error record can be created at any time it is prudent to do so

B. No: the Known Error should be created before the problem is logged

C. No: a known error record is created when the original incident is raised

D. No: a known error record should be created with the next release of the service

Correct Answer: A

QUESTION 4

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 5

Which process will regularly analyse incident data to identify discernible trends?

A. Service level management

B. Problem management

C. Change management

D. Event management

Correct Answer: B

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