PC0-001^{Q&As}

ITIL 2011 Foundation

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QUESTION 1

Which of the following areas would technology help to support during the service lifecycle?

1.

 Data mining and workflow

2.

 Measurement and reporting

3.

 Release and deployment

4.

 Process design

A. 2, 3 and 4 only

B. 1, 3 and 4 only

C. 1, 2 and 3 only

D. All of the above

Correct Answer: D

QUESTION 2

What are the three types of metrics that an organization should collect to support continual service improvement (CSI)?

A. Return on investment (ROI), value on investment (VOI), quality

B. Strategic, tactical and operational

C. Critical success factors (CSFs), key performance indicators (KPIs), activities

D. Technology, process and service

Correct Answer: D

QUESTION 3

What is the result of carrying out an activity, following a process or delivering an IT service known as?

A. Outcome

B. Incident

C. Change

D. Problem

Correct Answer: A

QUESTION 4

Which process is responsible for dealing with complaints, comments, and general enquiries from users?

A. Service level management

B. Service portfolio management

C. Request fulfilment

D. Demand management

Correct Answer: C

QUESTION 5

In which core ITIL publication can you find detailed descriptions of service catalogue management, information security management, and supplier management?

A. Service strategy

B. Service design

C. Service transition

D. Service operation

Correct Answer: B

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