PC0-001$^{Q\&As}$

ITIL 2011 Foundation

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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

Consider the following list:

1.

 Change authority

2.

 Change manager

3.

 Change advisory board (CAB)

Which one of the following is the BEST description of the items above?

A. Job descriptions

B. Functions

C. Teams

D. Roles, people or groups

Correct Answer: D

QUESTION 3

Which of the following identify the purpose of business relationship management?

1.

 To establish and maintain a business relationship between service provider and customer

2.

 To identify customer needs and ensure that the service provider is able to meet

A. Both of the above

B. 1 only

C. 2 only

D. Neither of the above

Correct Answer: A

QUESTION 4

Which process would ensure that utility and warranty requirements are properly addressed in service designs?

A. Availability management

B. Capacity management

C. Design coordination

D. Release management

Correct Answer: C

QUESTION 5

What guidance does ITIL give on the frequency of production of service reporting?

A. Service reporting intervals must be defined and agreed with the customers

B. Reporting intervals should be set by the service provider

C. Reports should be produced weekly

D. Service reporting intervals must be the same for all services

Correct Answer: A

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