



PC0-001^{Q&As}

ITIL 2011 Foundation

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QUESTION 1

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

- A. The ability to keep services highly available to meet the business needs
- B. A set of specialized organizational capabilities for providing value to customers in the form of services
- C. A complete set of all the documentation required to deliver world class services to customers
- D. An internationally recognized methodology to provide valuable services to customers

Correct Answer: B

QUESTION 2

Which of the following types of service should be included in the scope of service portfolio management?

- 1.
Those planned to be delivered
 - 2.
Those being delivered
 - 3.
Those that have been withdrawn from service
- A. 1 and 3 only
 - B. All of the above
 - C. 1 and 2 only
 - D. 2 and 3 only

Correct Answer: B

QUESTION 3

Which one of the following is NOT an aim of the change management process?

- A. To ensure the impact of changes are understood
- B. To ensure that changes are recorded and evaluated
- C. To ensure that all changes to configuration items (CIs) are recorded in the configuration management system (CMS)



D. To deliver and manage IT services at agreed levels to business users

Correct Answer: D

QUESTION 4

What do customer perceptions and business outcomes help to define?

- A. The value of a service
- B. Governance
- C. Total cost of ownership (TCO)
- D. Key performance indicators (KPIs)

Correct Answer: A

QUESTION 5

What type of baseline captures the structure, contents and details of the infrastructure and represents a set of items that are related to each other?

- A. Configuration baseline
- B. Project baseline
- C. Change baseline
- D. Asset baseline

Correct Answer: A

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