



PC0-001^{Q&As}

ITIL 2011 Foundation

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QUESTION 1

A process owner is responsible for which of the following?

1.

Defining the process strategy

2.

Assisting with process design

3.

Improving the process

4.

Performing all activities involved in a process

A. 2, 3 and 4 only

B. All of the above

C. 1, 2 and 3 only

D. 1, 2 and 4 only

Correct Answer: C

QUESTION 2

Which of the following are the MAIN objectives of incident management?

1.

To automatically detect service-affecting events

2.

To restore normal service operation as quickly as possible

3.

To minimize adverse impacts on business operations

A. 1 and 2 only

B. 2 and 3 only

C. 1 and 3 only



D. All of the above

Correct Answer: B

QUESTION 3

Which one of the following is an objective of service catalogue management?

- A. Negotiating and agreeing service level agreement
- B. Negotiating and agreeing operational level agreements
- C. Ensuring that the service catalogue is made available to those approved to access it
- D. Only ensuring that adequate technical resources are available

Correct Answer: C

QUESTION 4

Which one of the following is the BEST definition of the term service management?

- A. A set of specialized organizational capabilities for providing value to customers in the form of services
- B. A group of interacting, interrelated, or independent components that form a unified whole, operating together for a common purpose
- C. The management of functions within an organization to perform certain activities
- D. Units of organizations with roles to perform certain activities

Correct Answer: A

QUESTION 5

What body exists to support the authorization of changes and to assist change management in the assessment and prioritization of changes?

- A. The change authorization board
- B. The change advisory board
- C. The change implementer
- D. The change manager

Correct Answer: B



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