



# PC0-001<sup>Q&As</sup>

ITIL 2011 Foundation

## Pass Peoplecert PC0-001 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.passapply.com/pc0-001.html>

100% Passing Guarantee  
100% Money Back Assurance

Following Questions and Answers are all new published by Peoplecert  
Official Exam Center

- ⚙ **Instant Download** After Purchase
- ⚙ **100% Money Back** Guarantee
- ⚙ **365 Days** Free Update
- ⚙ **800,000+** Satisfied Customers





#### QUESTION 1

Which of the following BEST describes service strategies value to the business?

- A. Allows higher volumes of successful change
- B. Reduction in unplanned costs through optimized handling of service outages
- C. Reduction in the duration and frequency of service outages
- D. Enabling the service provider to have a clear understanding of what levels of service will make their customers successful

Correct Answer: D

---

#### QUESTION 2

The experiences, ideas, insights and values of individuals are examples of which level of understanding within knowledge management?

- A. Data
- B. Information
- C. Knowledge
- D. Governance

Correct Answer: C

---

#### QUESTION 3

Who is responsible for ensuring that the request fulfillment process is being performed according to the agreed and documented standard?

- A. The IT director
- B. The process owner
- C. The service owner
- D. The customer

Correct Answer: B

---

#### QUESTION 4

The BEST description of an incident is:



- A. An unplanned disruption of service unless there is a backup to that service
- B. An unplanned interruption to service or a reduction in the quality of service
- C. Any disruption to service whether planned or unplanned
- D. Any disruption to service that is reported to the service desk, regardless of whether the service is impacted or not

Correct Answer: B

---

#### QUESTION 5

Which of the following provide value to the business from service strategy?

1.  
Enabling the service provider to have a clear understanding of what levels of service will make their customers successful
  2.  
Enabling the service provider to respond quickly and effectively to changes in the business environment
  3.  
Support the creation of a portfolio of quantified services
- A. All of the above
  - B. 1 and 3 only
  - C. 1 and 2 only
  - D. 2 and 3 only

Correct Answer: A

[PC0-001 VCE Dumps](#)

[PC0-001 Exam Questions](#)

[PC0-001 Braindumps](#)