VCE & PDF
Passapply.com

PC0-001^{Q&As}

PC0-001^Q&As

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

The remediation plan should be evaluated at what point in the change lifecycle?

A. Before the change is approved

B. Immediately after the change has failed and needs to be backed out

C. After implementation but before the post implementation review

D. After the post implementation review has identified a problem with the change

Correct Answer: A

QUESTION 2

Which one of the following activities does application management perform?

A. Defining where the vendor of an application should be located

B. Ensuring that the required functionality is available to achieve the required business outcome

C. Deciding who the vendor of the storage devices will be

D. Agreeing the service levels for the service supported by the application

Correct Answer: B

QUESTION 3

Which of the following are objectives of service level management?

1: Defining, documenting and agreeing the level of FT services to be provided

2: Monitoring, measuring and reporting the actual level of services provided

3: Monitoring and improving customer satisfaction

4:

Identifying possible future markets that the service provider could operate in

A.

1, 2 and 3 only

B.

1 and 2 only

C.

1, 2 and 4 only

D.

All of the above

Correct Answer: A

QUESTION 4

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 5

Which of the following service desk organizational structures are described in service operation?

1.

 Local service desk

2.

 Virtual service desk

3.

 IT help desk

4.

 Follow the sun

A. 1, 2 and 4 only

B. 2, 3 and 4 only

C. 1, 3 and 4 only

D. 1, 2 and 3 only

Correct Answer: A

QUESTION 6

Which of the following is the BEST reason for categorizing incidents?

A. To establish trends for use in problem management and other IT service management (ITSM) activities

B. To ensure service levels are met and breaches of agreements are avoided

C. To enable the incident management database to be partitioned for greater efficiency

D. To identify whether the user is entitled to log an incident for this particular service

Correct Answer: A

QUESTION 7

What are the categories of event described in the UIL service operation book?

A. Informational, scheduled, normal

B. Scheduled, unscheduled, emergency

C. Informational, warning, exception

D. Warning, reactive, proactive

Correct Answer: C

QUESTION 8

Which process is responsible for managing relationships with vendors?

A. Change management

B. Service portfolio management

C. Supplier management

D. Continual service improvement

Correct Answer: C

QUESTION 9

Which one of the following is the BEST description of a relationship in service asset and configuration management?

A. Describes the topography of the hardware

B. Describes how the configuration items (CIs) work together to deliver the services

C. Defines which software should be installed on a particular piece of hardware

D. Defines how version numbers should be used in a release

Correct Answer: B

QUESTION 10

Which of the following are basic concepts used in access management?

A. Personnel, electronic, network, emergency, identity

B. Rights, access, identity, directory services, service/service components

C. Physical, personnel, network, emergency, service

D. Normal, temporary, emergency, personal, group

Correct Answer: B

QUESTION 11

Availability management is directly responsible for the availability of which of the following?

A. IT services and components

B. IT services and business processes

C. Components and business processes

D. IT services, components and business processes

Correct Answer: A

QUESTION 12

What would you call the groups of people who have an interest in the activities, targets, resources and deliverables from service management?

A. Employers

B. Stakeholders

C. Regulators

D. Accreditors

Correct Answer: B

QUESTION 13

With which process is problem management likely to share categorization and impact coding systems?

A. Incident management

B. Service asset and configuration management

C. Capacity management

D. IT service continuity management

Correct Answer: A

QUESTION 14

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 15

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

[PC0-001 VCE Dumps](https://www.passapply.com/pc0-001.html) [PC0-001 Practice Test](https://www.passapply.com/pc0-001.html) [PC0-001 Study Guide](https://www.passapply.com/pc0-001.html)