PC0-001 ^{Q&As}

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QUESTION 1

What type of services are NOT directly used by the business but are required by the service provider to deliver customer facing services?

A. Business services

B. Component services

C. Supporting services

D. Customer services

Correct Answer: C

QUESTION 2

How many people should be accountable for a process as defined in the RACI model?

A. As many as necessary to complete the activity

B. Only one - the process owner

C. Two - the process owner and the process enactor

D. Only one - the process architect

Correct Answer: B

QUESTION 3

Which of the following statements BEST describes the aims of release and deployment management?

A. To build, test and deliver the capability to provide the services specified by service design

B. To ensure that each release package specified by service design consists of a set of related assets and service components

C. To ensure that all changes can be tracked, tested and verified if appropriate

D. To record and manage deviations, risks and issues related to the new or changed service

Correct Answer: A

QUESTION 4

Which process is responsible for discussing reports with customers showing whether services have met their targets?

A. Continual service improvement

B. Change management

C. Service level management

D. Availability management

Correct Answer: C

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 customer\\'s successful

2.

 Enabling the service provider to respond quickly and effectively to changes in the business environment

3.

 Reduction in the duration and frequency of service outages

A. All of the above

B. 1 and 3 only

C. 1 and 2 only

D. 2 and 3 only

Correct Answer: C

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