

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

ITIL 2011 Foundation

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## QUESTION 1

Which of the following statements about standard changes are CORRECT?

1.

The approach is pre-authorized

2.

The risk is usually low and well understood

3.

Details of the change will be recorded

4.

Some standard changes will be triggered by the request fulfilment process

A. 1 only

B. 2 and 3 only

C. 1, 2 and 4 only

D. All of the above

Correct Answer: D

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## 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

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## QUESTION 3

The addition, modification or removal of an authorized, planned or supported service or service component and its associated documentation is a definition of what?

- A. A change
- B. A change model
- C. A change request
- D. A change advisory board

Correct Answer: A

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#### QUESTION 4

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

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#### QUESTION 5

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

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