

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

ITIL 2011 Foundation

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**QUESTION 1**

Which one of the following provides the CORRECT list of processes within the service operation stage of the service lifecycle?

- A. Event management, incident management, problem management, request fulfilment, and access management
- B. Event management, incident management, change management, and access management
- C. Incident management, problem management, service desk, request fulfilment, and event management
- D. Incident management, service desk, request fulfilment, access management, and event management

Correct Answer: A

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**QUESTION 2**

Which of the following CANNOT be provided by a tool?

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

Correct Answer: C

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**QUESTION 3**

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

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**QUESTION 4**

Which process includes business, service and component sub-processes?

- A. Capacity management
- B. Incident management
- C. Service level management
- D. Financial management

Correct Answer: A

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## QUESTION 5

When can a known error record be raised?

1.  
At any time it would be useful to do so
2.  
After a workaround has been found

- A. 2 only
- B. 1 only
- C. Neither of the above
- D. Both of the above

Correct Answer: D

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## QUESTION 6

Which process would ensure that utility and warranty requirements are properly addressed in service designs?

- A. Availability management
- B. Capacity management
- C. Design coordination
- D. Release management

Correct Answer: C

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## QUESTION 7

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

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**QUESTION 8**

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

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**QUESTION 9**

Which of the following is service transition planning and support NOT responsible for?

- A. Prioritizing conflicts for service transition resources
- B. Coordinating the efforts required to manage multiple simultaneous transitions
- C. Maintaining policies, standards and models for service transition activities and processes
- D. Detailed planning of the build and test of individual changes

Correct Answer: D

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**QUESTION 10**

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

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## QUESTION 11

Which one of the following is NOT a valid purpose or objective of problem management?

A. To prevent problems and resultant incidents

B. To manage problems throughout their lifecycle

C. To restore service to a user

D. To eliminate recurring incidents

Correct Answer: C

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## QUESTION 12

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

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## QUESTION 13

Which of the following is NOT a valid objective of problem management?

A. To prevent problems and their resultant Incidents

B. To manage problems throughout their lifecycle

C. To restore service to a user

D. To eliminate recurring incidents

Correct Answer: C

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## QUESTION 14

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 15

From the perspective of the service provider, what is the person or group who defines or and agrees their service targets known as?

A. User

B. Customer

C. Supplier

D. Administrator

Correct Answer: B

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