

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

ITIL 2011 Foundation

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## QUESTION 1

Which of the following are the MAIN objectives of incident management?

1.

To automatically detect service-affecting events

2.

To restore normal service operation as quickly as possible

3.

To minimize adverse impacts on business operations

A. 1 and 2 only

B. 2 and 3 only

C. 1 and 3 only

D. All of the above

Correct Answer: B

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## QUESTION 2

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 3

Which of the following statements MOST correctly identifies the scope of design coordination activities?

A. Only changes that introduce new services

B. It is mandatory that all changes are subject to design coordination activity

- C. Only changes to business critical systems
- D. Any change that the organization believes could benefit

Correct Answer: D

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## QUESTION 4

Which is the correct definition of a customer facing service?

- A. One which directly supports the business processes of customers
- B. A service that cannot be allowed to fail
- C. One which is not covered by a service level agreement
- D. A service not directly used by the business

Correct Answer: A

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## QUESTION 5

Which process is responsible for low risk, frequently occurring, low cost changes?

- A. Demand management
- B. Incident management
- C. Release and deployment management
- D. Request fulfilment

Correct Answer: D

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## QUESTION 6

Which of the following is NOT an objective of service transition?

- A. To ensure that a service can be operated, managed and supported
- B. To provide training and certification in project management
- C. To provide quality knowledge and information about services and service assets
- D. To plan and manage the capacity and resource requirements to manage a release

Correct Answer: B

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## QUESTION 7

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

- A. Informational, scheduled, normal
- B. Scheduled, unscheduled, emergency
- C. Informational, warning, exception
- D. Warning, reactive, proactive

Correct Answer: C

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## QUESTION 8

Which of the following should be considered when designing measurement systems, methods and metrics?

- 1.  
The services
  - 2.  
The architectures
  - 3.  
The configuration items
  - 4.  
The processes
- A. 1, 2 and 3 only
  - B. 1, 3 and 4 only
  - C. 2, 3 and 4 only
  - D. All of the above

Correct Answer: D

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## QUESTION 9

Which of the following are objectives of service level management?

- 1: Defining, documenting and agreeing the level of IT 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

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## QUESTION 10

Which of the following should be documented in an incident model?

1.

Details of the service level agreement (SLA) pertaining to the incident

2.

Chronological order of steps to resolve the incident

A. 1 only

B. 2 only

C. Both of the above

D. Neither of the above

Correct Answer: B

## QUESTION 11

Check, Act and Plan are three of the stages of the Deming Cycle. Which is the fourth?

- A. Do
- B. Perform
- C. Implement
- D. Measure

Correct Answer: A

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## QUESTION 12

What are customers of IT services who work in the same organization as the service provider known as?

- A. Strategic customers
- B. External customers
- C. Valued customers
- D. Internal customers

Correct Answer: D

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## QUESTION 13

Which one of the following functions would be responsible for the management of a data centre?

- A. Technical management
- B. Service desk
- C. Application management
- D. Facilities management

Correct Answer: D

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## QUESTION 14

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

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## QUESTION 15

Service transition contains detailed descriptions of which processes?

A. Change management, service asset and configuration management, release and deployment management

B. Change management, capacity management event management, service request management

C. Service level management, service portfolio management, service asset and configuration management

D. Service asset and configuration management, release and deployment management, request fulfillment

Correct Answer: A

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