



PC0-001^{Q&As}

ITIL 2011 Foundation

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QUESTION 1

Which of the following is NOT a recognized example of a service provider type within the ITIL framework?

- A. Internal
- B. External
- C. Service desk
- D. Shared services unit

Correct Answer: C

QUESTION 2

Which two processes will contribute MOST to enabling effective problem detection?

- A. Incident and financial management
- B. Change and release and deployment management
- C. Incident and event management
- D. Knowledge and service level management

Correct Answer: C

QUESTION 3

What would be the next step in the continual service improvement (CSI) model after?

1.
What is the vision?
2.
Where are we now?
3.
Where do we want to be?
4.
How do we get there?
5.
Did we get there?



6.

?

- A. What is the return on investment (ROI)?
- B. How much did it cost?
- C. How do we keep the momentum going?
- D. What is the value on investment (VOI)?

Correct Answer: C

QUESTION 4

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

QUESTION 5

A process owner has been identified with an "I" in a RACI matrix. Which one of the following would be expected of them?

- A. Be accountable for the outcome of an activity
- B. Perform an activity



C. Be kept up-to-date on the progress of an activity

D. Manage an activity

Correct Answer: C

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