



PC0-001^{Q&As}

ITIL 2011 Foundation

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QUESTION 1

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

QUESTION 2

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

QUESTION 3

Which process is responsible for dealing with complaints, comments, and general enquiries from users?

- A. Service level management
- B. Service portfolio management
- C. Request fulfilment
- D. Demand management

Correct Answer: C

QUESTION 4

Which one of the following do technology metrics measure?

- A. Components



B. Processes

C. The end-to-end service

D. Customer satisfaction

Correct Answer: A

QUESTION 5

Which of the following are objectives of service level management?

1: Defining, documenting and agreeing the level of FT 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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