



PC0-001^{Q&As}

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QUESTION 1

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

QUESTION 2

Access management is closely related to which other process?

- A. Capacity management only
- B. 3rd line support
- C. Information security management
- D. Change management

Correct Answer: C

QUESTION 3

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

QUESTION 4

A process owner is responsible for which of the following?



1.

Defining the process strategy

2.

Assisting with process design

3.

Improving the process

4.

Performing all activities involved in a process

A. 2, 3 and 4 only

B. All of the above

C. 1, 2 and 3 only

D. 1, 2 and 4 only

Correct Answer: C

QUESTION 5

The effective management of risk requires specific types of action. Which of the following pairs of actions would be BEST to manage risk?

A. Training in risk management for all staff and identification of risks

B. Identification of risk, analysis and management of the exposure to risk

C. Control of exposure to risk and investment of capital D. Training of all staff and investment of capital

Correct Answer: B

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