



PC0-001^{Q&As}

ITIL 2011 Foundation

Pass Peoplecert PC0-001 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.pass4itsure.com/pc0-001.html>

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by Peoplecert
Official Exam Center

- ⚙ **Instant Download** After Purchase
- ⚙ **100% Money Back** Guarantee
- ⚙ **365 Days** Free Update
- ⚙ **800,000+** Satisfied Customers





QUESTION 1

Which one of the following is the BEST definition of the term service management?

- A. A set of specialized organizational capabilities for providing value to customers in the form of services
- B. A group of interacting, interrelated, or independent components that form a unified whole, operating together for a common purpose
- C. The management of functions within an organization to perform certain activities
- D. Units of organizations with roles to perform certain activities

Correct Answer: A

QUESTION 2

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

QUESTION 3

Which of the following are reasons why ITIL is successful?

- 1.
ITIL is vendor neutral
 - 2.
It does not prescribe actions
 - 3.
ITIL represents best practice
- A. All of the above
 - B. 1 and 3 only
 - C. 1 and 2 only



D. 2 and 3 only

Correct Answer: A

QUESTION 4

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

QUESTION 5

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

[PC0-001 VCE Dumps](#)

[PC0-001 Exam Questions](#)

[PC0-001 Braindumps](#)