



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 of these statements about resources and capabilities is CORRECT?

- A. Resources are types of service asset and capabilities are not
- B. Resources and capabilities are both types of service asset
- C. Capabilities are types of service asset and resources are not
- D. Neither capabilities nor resources are types of service asset

Correct Answer: B

QUESTION 2

Which of the following would be examined by a major problem review?

- 1.
Things that were done correctly
- 2.
Things that were done incorrectly
- 3.
How to prevent recurrence
- 4.
What could be done better in the future

- A. 1 only
- B. 2 and 3 only
- C. 1, 2 and 4 only
- D. All of the above

Correct Answer: D

QUESTION 3

Which one of the following activities does application management perform?

- A. Defining where the vendor of an application should be located



- B. Ensuring that the required functionality is available to achieve the required business outcome
- C. Deciding who the vendor of the storage devices will be
- D. Agreeing the service levels for the service supported by the application

Correct Answer: B

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

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



VCE & PDF

Pass4itSure.com

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

2024 Latest pass4itsure PC0-001 PDF and VCE dumps Download

[Latest PC0-001 Dumps](#)

[PC0-001 PDF Dumps](#)

[PC0-001 VCE Dumps](#)