



# PC0-001<sup>Q&As</sup>

ITIL 2011 Foundation

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#### QUESTION 1

Which process will perform risk analysis and review of all suppliers and contracts on a regular basis?

- A. The service level management
- B. The IT service continuity management
- C. The service catalogue management
- D. The supplier management

Correct Answer: D

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#### QUESTION 2

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

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#### QUESTION 3

Service design emphasizes the importance of the "Four Ps". These "Four Ps" include Partners, People, Processes and one other "P". Which of the following is the additional "P"?

- A. Profit
- B. Preparation
- C. Products
- D. Potential

Correct Answer: C

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#### QUESTION 4

In which document would you expect to see an overview of actual service achievements against targets?

- A. Operational level agreement(OLA)



- B. Capacity plan
- C. Service level agreement(SLA)
- D. SLA monitoring chart(SLAM)

Correct Answer: D

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#### QUESTION 5

Which of the following are classed as stakeholders in service management?

- 1.  
Customers
  - 2.  
Users
  - 3.  
Suppliers
- A. All of the above
  - B. 1 and 3 only
  - C. 1 and 2 only
  - D. 2 and 3 only

Correct Answer: A

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