



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

ITIL 2011 Foundation

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#### QUESTION 1

Which of the following is the best definition of service management?

- A. The ability to keep services highly available to meet the business needs
- B. A set of specialized organizational capabilities for providing value to customers in the form of services
- C. A complete set of all the documentation required to deliver world class services to customers
- D. An internationally recognized methodology to provide valuable services to customers

Correct Answer: B

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#### QUESTION 2

Which of the following is NOT an objective of service transition?

- A. To ensure that a service can be operated, managed and supported
- B. To provide training and certification in project management
- C. To provide quality knowledge and information about services and service assets
- D. To plan and manage the capacity and resource requirements to manage a release

Correct Answer: B

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#### QUESTION 3

At which stage of the service lifecycle should the processes necessary to operate a new service be defined?

- A. Service design: Design the processes
- B. Service strategy: Develop the offerings
- C. Service transition: Plan and prepare for deployment
- D. Service operation: IT operations management

Correct Answer: A

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#### QUESTION 4

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

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#### QUESTION 5

Which process would ensure that utility and warranty requirements are properly addressed in service designs?

A. Availability management

B. Capacity management

C. Design coordination

D. Release management

Correct Answer: C

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