



PC0-001^{Q&As}

ITIL 2011 Foundation

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QUESTION 1

The design of IT services requires the effective and efficient use of "the four Ps". What are these four Ps?

- A. People, process, partners, performance
- B. Performance, process, products, plans
- C. People, process, products, partners
- D. People, products, plans, partners

Correct Answer: C

QUESTION 2

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

QUESTION 3

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 4

In which core ITIL publication can you find detailed descriptions of service catalogue management, information security



management, and supplier management?

- A. Service strategy
- B. Service design
- C. Service transition
- D. Service operation

Correct Answer: B

QUESTION 5

Which process or function is responsible for monitoring activities and events in the IT infrastructure?

- A. Service level management
- B. IT operations management
- C. Capacity management
- D. Incident management

Correct Answer: B

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