PC0-001 Q&As

ITIL 2011 Foundation

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QUESTION 1

Which of the following is NOT an objective of Continual Service Improvement?

A. Review and analyze Service Level Achievement results

B. Identify activities to improve the efficiency of service management processes

C. Improve the cost effectiveness of IT services without sacrificing customer satisfaction

D. Conduct activities to deliver and manage services at agreed levels to business users

Correct Answer: D

QUESTION 2

Which of the following is service transition planning and support NOT responsible for?

A. Prioritizing conflicts for service transition resources

B. Coordinating the efforts required to manage multiple simultaneous transitions

C. Maintaining policies, standards and models for service transition activities and processes

D. Detailed planning of the build and test of individual changes

Correct Answer: D

QUESTION 3

Which of the following is NOT a valid objective of problem management?

A. To prevent problems and their resultant Incidents

B. To manage problems throughout their lifecycle

C. To restore service to a user

D. To eliminate recurring incidents

Correct Answer: C

QUESTION 4

Which process would be used to compare the value that newer services have offered over those they have replaced?

A. Availability management

B. Capacity management

C. Service portfolio management

D. Service catalogue management

Correct Answer: C

QUESTION 5

The BEST description of an incident is:

A. An unplanned disruption of service unless there is a backup to that service

B. An unplanned interruption to service or a reduction in the quality of service

C. Any disruption to service whether planned or unplanned

D. Any disruption to service that is reported to the service desk, regardless of whether the service is impacted or not

Correct Answer: B

QUESTION 6

Which process is responsible for low risk, frequently occurring, low cost changes?

A. Demand management

B. Incident management

C. Release and deployment management

D. Request fulfilment

Correct Answer: D

QUESTION 7

Which process is responsible for providing the rights to use an IT service?

A. Incident management

B. Access management

C. Change management

D. Request fulfilment

Correct Answer: B

QUESTION 8

What should a service always deliver to customers?

A. Applications

B. Infrastructure

C. Value

D. Resources

Correct Answer: C

QUESTION 9

What are the categories of event described in the ITIL service operation book?

A. Informational, scheduled, normal

B. Scheduled, unscheduled, emergency

C. Informational, warning, exception

D. Warning, reactive, proactive

Correct Answer: C

QUESTION 10

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

QUESTION 11

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 12

Which of the following should be documented in an incident model?

1.

Details of the service level agreement (SLA) pertaining to the incident

2.

Chronological order of steps to resolve the incident

A. 1 only

B. 2 only

C. Both of the above

D. Neither of the above

Correct Answer: B

QUESTION 13

Which statement should NOT be part of the value proposition for Service Design?

A. Reduced total cost of ownership

B. Improved quality of service

C. Improved Service alignment with business goals

D. Better balance of technical skills to support live services

Correct Answer: D

QUESTION 14

Which one of the following do technology metrics measure?

A. Components

B. Processes

C. The end-to-end service

D. Customer satisfaction

Correct Answer: A

QUESTION 15

Which one of the following does service metrics measure?

A. Functions

B. Maturity and cost

C. The end-to-end service

D. Infrastructure availability

Correct Answer: C

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