



PC0-001^{Q&As}

ITIL 2011 Foundation

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QUESTION 1

What body exists to support the authorization of changes and to assist change management in the assessment and prioritization of changes?

- A. The change authorization board
- B. The change advisory board
- C. The change implementer
- D. The change manager

Correct Answer: B

QUESTION 2

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 3

Which process is responsible for ensuring that appropriate testing takes place?

- A. Knowledge management
- B. Release and deployment management
- C. Service asset and configuration management
- D. Service level management

Correct Answer: B

QUESTION 4

Which of the following service desk organizational structures are described in service operation?

- 1.



Local service desk

2.

Virtual service desk

3.

IT help desk

4.

Follow the sun

A. 1, 2 and 4 only

B. 2, 3 and 4 only

C. 1, 3 and 4 only

D. 1, 2 and 3 only

Correct Answer: A

QUESTION 5

Which of the following BEST describes the purpose of access management?

A. To provide a channel for users to request and receive standard services

B. Provides the rights for users to be able to use a service or group of services

C. To prevent problems and resulting Incidents from happening

D. To detect security events and make sense of them

Correct Answer: B

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