



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

ITIL 2011 Foundation

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### QUESTION 1

Which one of the following is the purpose of service level management?

- A. To carry out the service operations activities needed to support current IT services
- B. To ensure that sufficient capacity is provided to deliver the agreed performance of services
- C. To create and populate a service catalogue
- D. To ensure that an agreed level of IT service is provided for all current IT services

Correct Answer: D

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### QUESTION 2

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 3

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



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C. The change implementer

D. The change manager

Correct Answer: B

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#### QUESTION 4

Which of the following options is a hierarchy that is used in knowledge management?

A. Wisdom - Information - Data - Knowledge

B. Data - Information - Knowledge - Wisdom

C. Knowledge - Wisdom - Information - Data

D. Information - Data - Knowledge - Wisdom

Correct Answer: B

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#### QUESTION 5

Hierarchic escalation is BEST described as?

A. Notifying more senior levels of management about an incident

B. Passing an incident to people with a greater level of technical skill

C. Using more senior specialists than necessary to resolve an Incident to maintain customer satisfaction

D. Failing to meet the incident resolution times specified in a service level agreement

Correct Answer: A

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