



PC0-001^{Q&As}

ITIL 2011 Foundation

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QUESTION 1

Which of the following identify the purpose of business relationship management?

1.

To establish and maintain a business relationship between service provider and customer

2.

To identify customer needs and ensure that the service provider is able to meet

A. Both of the above

B. 1 only

C. 2 only

D. Neither of the above

Correct Answer: A

QUESTION 2

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

A. To prevent problems and 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 3

Which process is responsible for discussing reports with customers showing whether services have met their targets?

A. Continual service improvement

B. Change management

C. Service level management

D. Availability management

Correct Answer: C



QUESTION 4

Service transition contains detailed descriptions of which processes?

- A. Change management, service asset and configuration management, release and deployment management
- B. Change management, capacity management event management, service request management
- C. Service level management, service portfolio management, service asset and configuration management
- D. Service asset and configuration management, release and deployment management, request fulfillment

Correct Answer: A

QUESTION 5

Which is the correct definition of a customer facing service?

- A. One which directly supports the business processes of customers
- B. A service that cannot be allowed to fail
- C. One which is not covered by a service level agreement
- D. A service not directly used by the business

Correct Answer: A

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