



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

ITIL 2011 Foundation

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### QUESTION 1

Which of the following would be examined by a major problem review?

1.

Things that were done correctly

2.

Things that were done incorrectly

3.

How to prevent recurrence

4.

What could be done better in the future

A. 1 only

B. 2 and 3 only

C. 1, 2 and 4 only

D. All of the above

Correct Answer: D

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### QUESTION 2

Which one of the following functions would be responsible for the management of a data centre?

A. Technical management

B. Service desk

C. Application management

D. Facilities management

Correct Answer: D

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### QUESTION 3

The addition, modification or removal of an authorized, planned or supported service or service component and its associated documentation is a definition of what?



- A. A change
- B. A change model
- C. A change request
- D. A change advisory board

Correct Answer: A

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#### QUESTION 4

Which of the following should be considered when designing measurement systems, methods and metrics?

- 1.  
The services
  - 2.  
The architectures
  - 3.  
The configuration items
  - 4.  
The processes
- A. 1, 2 and 3 only
  - B. 1, 3 and 4 only
  - C. 2, 3 and 4 only
  - D. All of the above

Correct Answer: D

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#### QUESTION 5

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

- A. Informational, scheduled, normal
- B. Scheduled, unscheduled, emergency
- C. Informational, warning, exception
- D. Warning, reactive, proactive



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Correct Answer: C

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