



PC0-001^{Q&As}

ITIL 2011 Foundation

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QUESTION 1

Which of the following types of service should be included in the scope of service portfolio management?

1.

Those planned to be delivered

2.

Those being delivered

3.

Those that have been withdrawn from service

A. 1 and 3 only

B. All of the above

C. 1 and 2 only

D. 2 and 3 only

Correct Answer: B

QUESTION 2

Which of these statements about resources and capabilities is CORRECT?

A. Resources are types of service asset and capabilities are not

B. Resources and capabilities are both types of service asset

C. Capabilities are types of service asset and resources are not

D. Neither capabilities nor resources are types of service asset

Correct Answer: B

QUESTION 3

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

Correct Answer: C

QUESTION 4

Which process or function is responsible for monitoring activities and events in the IT infrastructure?

- A. Service level management
- B. IT operations management
- C. Capacity management
- D. Incident management

Correct Answer: B

QUESTION 5

In which core ITIL publication can you find detailed descriptions of service catalogue management, information security management, and supplier management?

- A. Service strategy
- B. Service design
- C. Service transition
- D. Service operation

Correct Answer: B

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