



PC0-001^{Q&As}

ITIL 2011 Foundation

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QUESTION 1

When can a known error record be raised?

1.

At any time it would be useful to do so

2.

After a workaround has been found

A. 2 only

B. 1 only

C. Neither of the above

D. Both of the above

Correct Answer: D

QUESTION 2

Which one of the following would NOT be defined as part of every process?

A. Roles

B. Inputs and outputs

C. Functions

D. Metrics

Correct Answer: C

QUESTION 3

Which of the following are the MAIN objectives of incident management?

1.

To automatically detect service-affecting events

2.

To restore normal service operation as quickly as possible

3.



To minimize adverse impacts on business operations

- A. 1 and 2 only
- B. 2 and 3 only
- C. 1 and 3 only
- D. All of the above

Correct Answer: B

QUESTION 4

Which one of the following is concerned with policy and direction?

- A. Capacity management
- B. Governance
- C. Service design
- D. Service level management

Correct Answer: B

QUESTION 5

Which of the following provide value to the business from service strategy?

1.
Enabling the service provider to have a clear understanding of what levels of service will make their customers successful
 2.
Enabling the service provider to respond quickly and effectively to changes in the business environment
 3.
Support the creation of a portfolio of quantified services
- 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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