PC0-001^{Q&As}

ITIL 2011 Foundation

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QUESTION 1

Understanding what to measure and why it is being measured are key contributors to which part of the Service Lifecycle?

A. Service Strategy

B. Continual Service Improvement

C. Service Operation

D. Service Design

Correct Answer: B

QUESTION 2

Which process is responsible for dealing with complaints, comments, and general enquiries from users?

A. Service level management

B. Service portfolio management

C. Request fulfilment

D. Demand management

Correct Answer: C

QUESTION 3

Why are public frameworks, such as 1TIL, attractive when compared to proprietary knowledge?

A. Proprietary knowledge may be difficult to adopt, replicate or transfer since it is often undocumented

B. Public frameworks are always cheaper to adopt

C. Public frameworks are prescriptive and tell you exactly what to do

D. Proprietary knowledge has been tested in a wide range of environments

Correct Answer: A

QUESTION 4

Which of the following service desk organizational structures are described in service operation?

1.

Local service desk

2.

Virtual service desk

3.

IT help desk

4.

Follow the sun

A. 1, 2 and 4 only

B. 2, 3 and 4 only

C. 1, 3 and 4 only

D. 1, 2 and 3 only

Correct Answer: A

QUESTION 5

How many people should be accountable for a process as defined in the RACI model?

A. As many as necessary to complete the activity

B. Only one - the process owner

C. Two - the process owner and the process enactor

D. Only one - the process architect

Correct Answer: B

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