

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

ITIL 2011 Foundation

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**QUESTION 1**

Which one of the following includes four stages called Plan, Do, Check and Act?

- A. The Deming Cycle
- B. The continual service improvement approach
- C. The seven-step improvement process
- D. The service lifecycle

Correct Answer: A

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**QUESTION 2**

Who is responsible for ensuring that the request fulfillment process is being performed according to the agreed and documented standard?

- A. The IT director
- B. The process owner
- C. The service owner
- D. The customer

Correct Answer: B

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**QUESTION 3**

Which of the following are sources of best practice?

1.  
Academic research
2.  
Internal experience
3.  
Industry practices

- 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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#### QUESTION 4

A known error has been created after diagnosis of a problem was complete but before a workaround has been found. Is this a valid approach?

- A. Yes: for information purposes, a known error record can be created at any time it is prudent to do so
- B. No: the Known Error should be created before the problem is logged
- C. No: a known error record is created when the original incident is raised
- D. No: a known error record should be created with the next release of the service

Correct Answer: A

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#### QUESTION 5

What body exists to support the authorization of changes and to assist change management in the assessment and prioritization of changes?

- A. The change authorization board
- B. The change advisory board
- C. The change implementer
- D. The change manager

Correct Answer: B

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