# PC0-001$^{Q\&As}$

## ITIL 2011 Foundation

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**QUESTION 1**

What is the result of carrying out an activity, following a process or delivering an IT service known as?

A. Outcome

B. Incident

C. Change

D. Problem

Correct Answer: A

**QUESTION 2**

Which of the following are reasons why ITIL is successful?

1.

 ITIL is vendor neutral

2.

 It does not prescribe actions

3.

 ITIL represents best practice

A. All of the above

B. 1 and 3 only

C. 1 and 2 only

D. 2 and 3 only

Correct Answer: A

**QUESTION 3**

What are underpinning contracts used to document?

A. The provision of IT services or business services by a service provider

B. The provision of goods and services by third party suppliers

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C. Service levels that have been agreed between the internal service provider and their customer

D. Metrics and critical success factors (CSFs) for internal support teams

Correct Answer: B

**QUESTION 4**

Which one of the following is NOT part of the service design stage of the service lifecycle?

A. Designing and maintaining all necessary service transition packages

B. Producing quality, secure and resilient designs for new or improved services

C. Taking service strategies and ensuring they are reflected in the service design processes and the service designs that are produced

D. Measuring the effectiveness and efficiency of service design and the supporting processes

Correct Answer: A

**QUESTION 5**

Which of the following would commonly be found in a contract underpinning an IT service?

1.

Financial arrangements related to the contract

2.

Description of the goods or service provided

3.

Responsibilities and dependencies for both parties

A. 1 and 2 only

B. 1 and 3 only

C. 2 and 3 only

D. All of the above

Correct Answer: D

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