PC0-001^{Q&As}

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QUESTION 1

Which of the following CANNOT be provided by a tool?

A. Knowledge

B. Information

C. Wisdom

D. Data

Correct Answer: C

QUESTION 2

Which process is responsible for sourcing and delivering components of requested standard services?

A. Request fulfilment

B. Service portfolio management

C. Service desk D. IT finance

Correct Answer: A

QUESTION 3

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 4

Where should the following information be stored?

1.

The experience of staff

2.

Records of user behaviour

3.

Supplier\\'s abilities and requirements

4.

User skill levels

A. The forward schedule of change

B. The service portfolio

C. A configuration management database (CMDB)

D. The service knowledge management system (SKMS)

Correct Answer: D

QUESTION 5

Which of the following are objectives of service level management?

1: Defining, documenting and agreeing the level of FT services to be provided

2: Monitoring, measuring and reporting the actual level of services provided

3: Monitoring and improving customer satisfaction

4:

Identifying possible future markets that the service provider could operate in

A.

1, 2 and 3 only

B.

1 and 2 only

C.

1, 2 and 4 only

D.

All of the above

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Correct Answer: A

QUESTION 6

Which process is responsible for providing the rights to use an IT service?

A. Incident management

B. Access management

C. Change management

D. Request fulfilment

Correct Answer: B

QUESTION 7

Which is the correct definition of a customer facing service?

A. One which directly supports the business processes of customers

B. A service that cannot be allowed to fail

C. One which is not covered by a service level agreement

D. A service not directly used by the business

Correct Answer: A

QUESTION 8

Which of the following statements about standard changes are CORRECT?

1.

 The approach is pre-authorized

2.

 The risk is usually low and well understood

3.

 Details of the change will be recorded

4.

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Some standard changes will be triggered by the request fulfilment process

A. 1 only

B. 2 and 3 only

C. 1, 2 and 4 only

D. All of the above

Correct Answer: D

QUESTION 9

Which of the following is service transition planning and support NOT responsible for?

A. Prioritizing conflicts for service transition resources

B. Coordinating the efforts required to manage multiple simultaneous transitions

C. Maintaining policies, standards and models for service transition activities and processes

D. Detailed planning of the build and test of individual changes

Correct Answer: D

QUESTION 10

Which of the following is the best definition of service management?

A. The ability to keep services highly available to meet the business needs

B. A set of specialized organizational capabilities for providing value to customers in the form of services

C. A complete set of all the documentation required to deliver world class services to customers

D. An internationally recognized methodology to provide valuable services to customers

Correct Answer: B

QUESTION 11

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

QUESTION 12

Availability management is directly responsible for the availability of which of the following?

A. IT services and components

B. IT services and business processes

C. Components and business processes

D. IT services, components and business processes

Correct Answer: A

QUESTION 13

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

QUESTION 14

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

QUESTION 15

Which process includes business, service and component sub-processes?

A. Capacity management

B. Incident management

C. Service level management

D. Financial management

Correct Answer: A

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