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QUESTION 1 Which process is responsible for recording the current details, status, interfaces and dependencies of all services that are being run or being prepared to run in the live environment? A. Service level management B. Service catalogue management C. Demand management D. Service transition
Answer: B

QUESTION 2 A process owner has been identified with an "I" in a RACI matrix. Which one of the following would be expected of them? A. Be accountable for the outcome of an activity B. Perform an activity C. Be kept up-to-date on the progress of an activity D. Manage an activity
Answer: C

QUESTION 3 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
Answer: A

QUESTION 4 Which one of the following do technology metrics measure? A. Components B. Processes C. The end-to-end service D. Customer satisfaction
Answer: A

QUESTION 5 Which process includes business, service and component sub-processes? A. Capacity management B. Incident management C. Service level management D. Financial management
Answer: A

QUESTION 6 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
Answer: A

QUESTION 7 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
Answer: A

QUESTION 8 Which process is responsible for managing relationships with vendors? A. Change management B. Service portfolio management C. Supplier management D. Continual service improvement
Answer: C

QUESTION 9 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
Answer: A

QUESTION 10 What are the categories of event described in the UIL service operation book? A. Informational, scheduled, normal B. Scheduled, unscheduled, emergency C. Informational, warning, exception D. Warning, reactive, proactive
Answer: C

QUESTION 11 What would you call the groups of people who have an interest in the activities, targets, resources and deliverables from service management? A. Employers B. Stakeholders C. Regulators D. Accreditors
Answer: B

QUESTION 12 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
Answer: B

QUESTION 13 What is the name of the group that should review changes that must be implemented faster than the normal change process? A. Technical management B. Emergency change advisory board C. Urgent change board D. Urgent change authority
Answer: B

QUESTION 14 Which of the following is NOT an objective of service transition? A. To ensure that a service can be operated, managed and supported B. To provide training and certification in project management C. To provide quality knowledge and information about services and service assets D. To plan and manage the capacity and resource requirements to manage a release
Answer: B

QUESTION 15 Which of the following types of service should be included in the scope of service portfolio management? 1. Those planned to

be delivered 2. Those being delivered 3. Those that have been withdrawn from service A. 1 and 3 only
B. All of the above C. 1 and 2 only D. 2 and 3 only
Answer: B Choose Lead2pass you will get: Most updated collection of PEOPLECERT PC0-001 Exam Questions; Prepare according to the latest PEOPLECERT PC0-001 Exam Syllabus; Product is instantly available for download and use; 24x7 Customer Support on case of problem with the product. <http://www.lead2pass.com/PC0-001.html>