

Examcollection

<http://www.ipass4sure.com/examcollection.htm>

PC0-001

PEOPLECERT

ITIL 2011 Foundation

The PC0-001 practice exam is written and formatted by Certified Senior IT Professionals working in today's prospering companies and data centers all over the world! The PC0-001 Practice Test covers all the exam topics and objectives and will prepare you for success quickly and efficiently. The PC0-001 exam is very challenging, but with our PC0-001 questions and answers practice exam, you can feel confident in obtaining your success on the PC0-001 exam on your FIRST TRY!

PEOPLECERT PC0-001 Exam Features

- Detailed questions and answers for PC0-001 exam
- Try a demo before buying any PEOPLECERT exam
- PC0-001 questions and answers, updated regularly
- Verified PC0-001 answers by Experts and bear almost 100% accuracy
- PC0-001 tested and verified before publishing
- PC0-001 examcollection vce questions with exhibits
- PC0-001 same questions as real exam with multiple choice options

Acquiring PEOPLECERT certifications are becoming a huge task in the field of I.T. More over these exams like PC0-001 exam are now continuously updating and accepting this challenge is itself a task. This PC0-001 test is an important part of PEOPLECERT certifications. We have the resources to prepare you for this. The PC0-001 exam is essential and core part of PEOPLECERT certifications and once you clear the exam you will be able to solve the real life problems yourself. Want to take advantage of the Real PC0-001 Test and save time and money while developing your skills to pass your PEOPLECERT PC0-001 Exam? Let us help you climb that ladder of success and pass your PC0-001 no

DEMO EXAM

For Full Version visit

<http://www.ipass4sure.com/allexams.asp>

QUESTION: 1

Which role is responsible for carrying out the activities of a process?

- A. Process owner
- B. Change manager
- C. Service manager
- D. Process practitioner

Answer: D

QUESTION: 2

Which process or function is responsible for monitoring activities and events in the IT infrastructure?

- A. Service level management
- B. IT operations management
- C. Capacity management
- D. Incident management

Answer: B

QUESTION: 3

Which of the following options is a hierarchy that is used in knowledge management?

- A. Wisdom - Information - Data - Knowledge
- B. Data - Information - Knowledge - Wisdom
- C. Knowledge - Wisdom - Information - Data
- D. Information - Data - Knowledge - Wisdom

Answer: B

QUESTION: 4

At which stage of the service lifecycle should the processes necessary to operate a new service be defined?

- A. Service design: Design the processes
- B. Service strategy: Develop the offerings

- C. Service transition: Plan and prepare for deployment
- D. Service operation: IT operations management

Answer: A

QUESTION: 5

Why are public frameworks, such as ITIL, 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

Answer: A

QUESTION: 6

Which of the following is an objective of business relationship management?

- A. To identify patterns of business activity
- B. To ensure high levels of customer satisfaction
- C. To secure funding to manage the provision of services
- D. To ensure strategic plans for IT services exist

Answer: B

QUESTION: 7

The design of IT services requires the effective and efficient use of "the four Ps". What are these four Ps?

- A. People, process, partners, performance
- B. Performance, process, products, plans
- C. People, process, products, partners
- D. People, products, plans, partners

Answer: C

QUESTION: 8

Which of the following BEST describes service strategies value to the business?

- A. Allows higher volumes of successful change
- B. Reduction in unplanned costs through optimized handling of service outages
- C. Reduction in the duration and frequency of service outages
- D. Enabling the service provider to have a clear understanding of what levels of service will make their customers successful

Answer: D

QUESTION: 9

Which two processes will contribute MOST to enabling effective problem detection?

- A. Incident and financial management
- B. Change and release and deployment management
- C. Incident and event management
- D. Knowledge and service level management

Answer: C

QUESTION: 10

Which of the following would be used to communicate a high level description of a major change that involved significant cost and risk to the organization?

- A. Change proposal
- B. Change policy
- C. Service request
- D. Risk register

Answer: A

QUESTION: 11

Which of the following should be documented in an incident model?

1. Details of the service level agreement (SLA) pertaining to the incident
2. Chronological order of steps to resolve the incident



Pass4sure Certification Exam Features;

- Pass4sure offers over **4500** Certification exams for professionals.
- More than **98,800** Satisfied Customers Worldwide.
- Average **99.8%** Success Rate.
- Over **150** Global Certification Vendors Covered.
- Services of **Professional & Certified Experts** available via support.
- Free **90 days** updates to match real exam scenarios.
- **Instant Download Access!** No Setup required.
- Price as low as **\$19**, which is 80% more **cost effective** than others.
- **Verified answers** researched by industry experts.
- Study Material **updated** on regular basis.
- Questions / Answers are downloadable in **PDF** format.
- Mobile Device Supported (**Android, iPhone, iPod, iPad**)
- **No authorization** code required to open exam.
- **Portable** anywhere.
- **Guaranteed Success.**
- **Fast**, helpful support **24x7**.



View list of All certification exams offered;
<http://www.ipass4sure.com/all exams.asp>

View list of All Study Guides (SG);
<http://www.ipass4sure.com/study-guides.asp>

View list of All Audio Exams (AE);
<http://www.ipass4sure.com/audio-exams.asp>

Download Any Certification Exam DEMO.
<http://www.ipass4sure.com/samples.asp>

To purchase Full version of exam click below;
<http://www.ipass4sure.com/all exams.asp>

3COM	CompTIA	Filemaker	IBM	LPI	OMG	Sun
ADOBE	ComputerAssociates	Fortinet	IISFA	McAfee	Oracle	Sybase
APC	CWNP	Foundry	Intel	McData	PMI	Symantec
Apple	DELL	Fujitsu	ISACA	Microsoft	Polycom	TeraData
BEA	ECCouncil	GuidanceSoftware	ISC2	Mile2	RedHat	TIA
BICSI	EMC	HDI	ISEB	NetworkAppliance	Sair	Tibco
CheckPoint	Enterasys	Hitachi	ISM	Network-General	SASInstitute	TruSecure
Cisco	ExamExpress	HP	Juniper	Nokia	SCP	Veritas
Citrix	Exin	Huawei	Legato	Nortel	See-Beyond	Vmware
CIW	ExtremeNetworks	Hyperion	Lotus	Novell	Google	

and many others.. See complete list [Here](#)

