



Vendor: PEOPLECERT

Exam Code: PC0-001

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Version: DEMO

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
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- A. 1 and 3 only
 - B. All of the above
 - C. 1 and 2 only
 - D. 2 and 3 only

Answer: B

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