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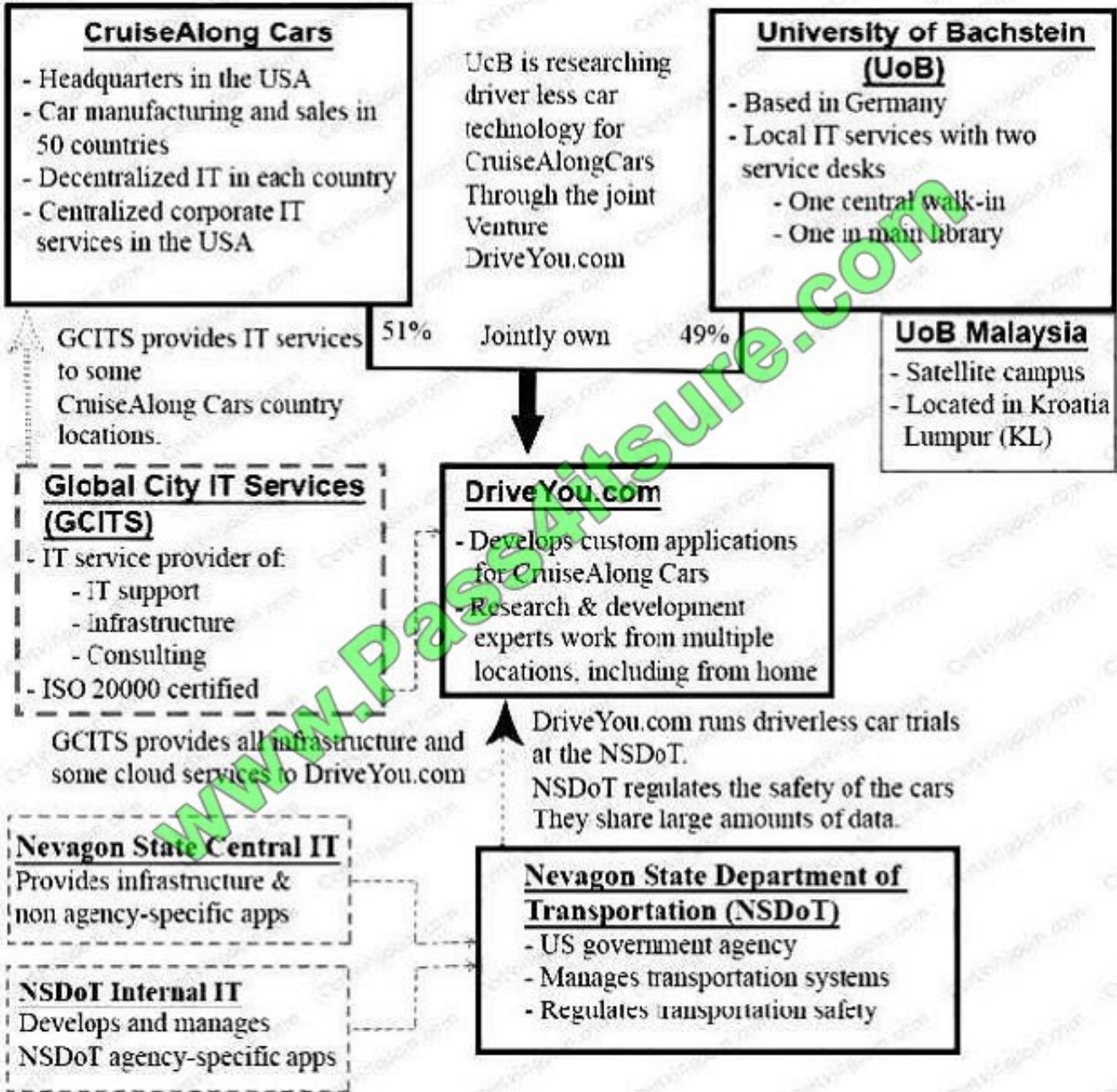


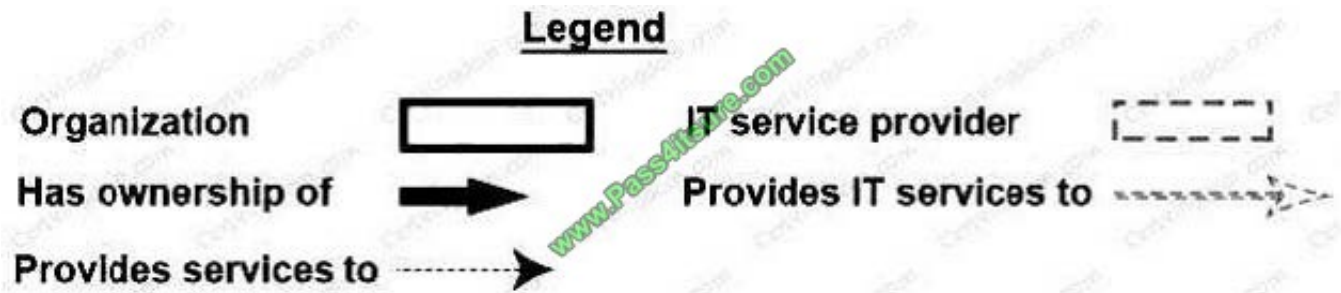
QUESTION 1

See the scenario for additional informational.

Scenario:

(Note: The companies and people within the scenario are fictional)





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Which definition is the MOST complete?

A. Grant application service: increases the number of successful grant applications by helping researchers to write



effective grant proposals. reduces cost of support staff needed increases reliability of grant submissions.

B. User device access service: provides connectivity for phones, laptops and tablets. includes service desk support and software deployment. supports cost-effective remote access to central services for people working from home.

C. Exam administration service: increases productivity of administrative staff by reducing downtime of exam marking and grade tracking. reduces cost of managing exams. provides centralized storage of exam materials in the cloud.

D. Centralized email service: reduces overall costs for the university IT department by enabling retirement of many smaller email services. provides connectivity to central cloud email service. supports calendar and shared distribution lists

Correct Answer: D

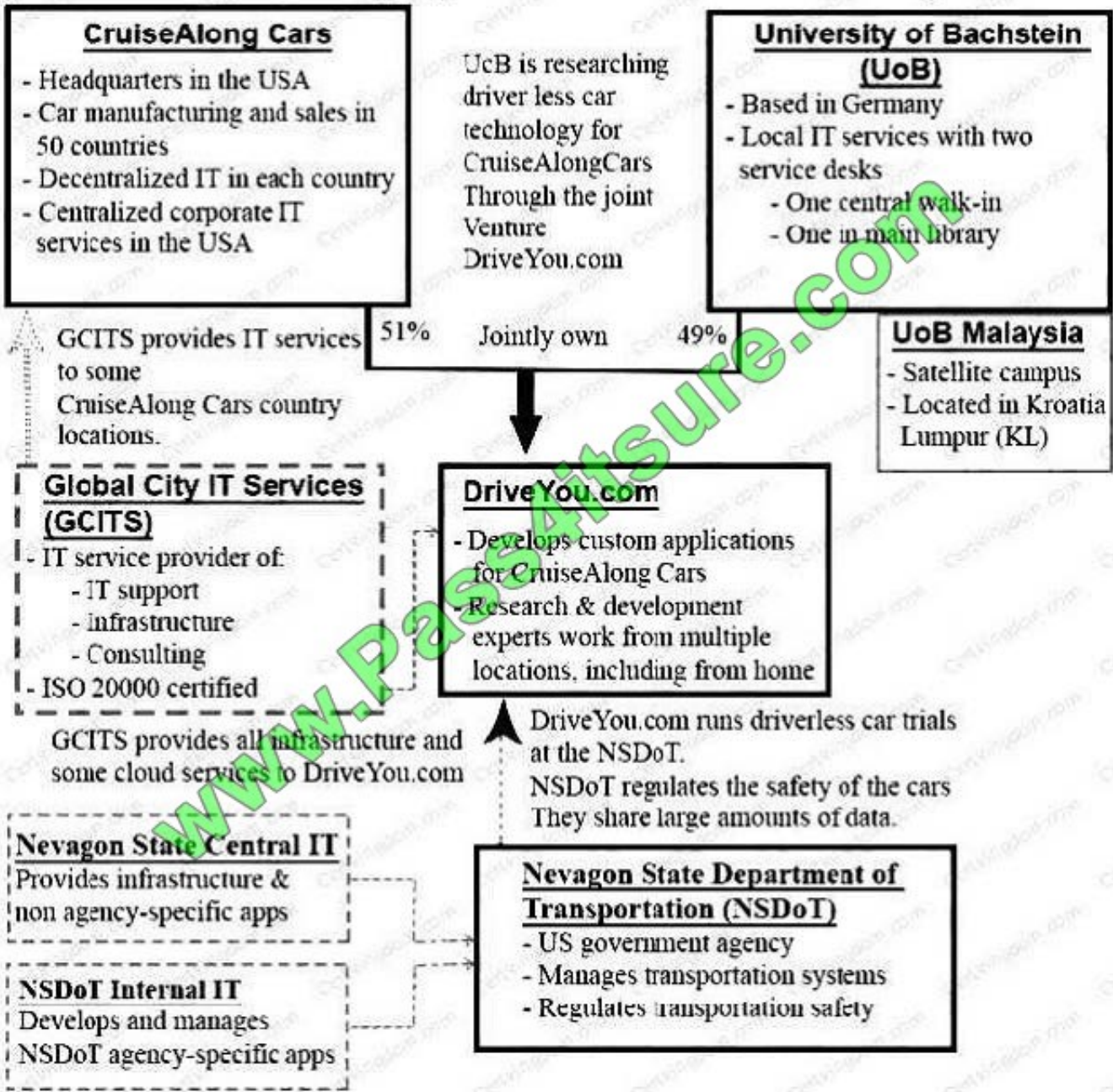
QUESTION 2

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Legend



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During which two activities is it MOST important to measure average cost per incident?

	Activity
1	Agreeing the high-level objectives for the improvement initiative
2	Understanding the current situation
3	Reviewing the improvement initiative to see if it has succeeded
4	Defining the detailed objectives for the improvement initiative

A. 1 and 2.



B. 2 and 3.

C. 3 and 4.

D. 1 and 4.

Correct Answer: A

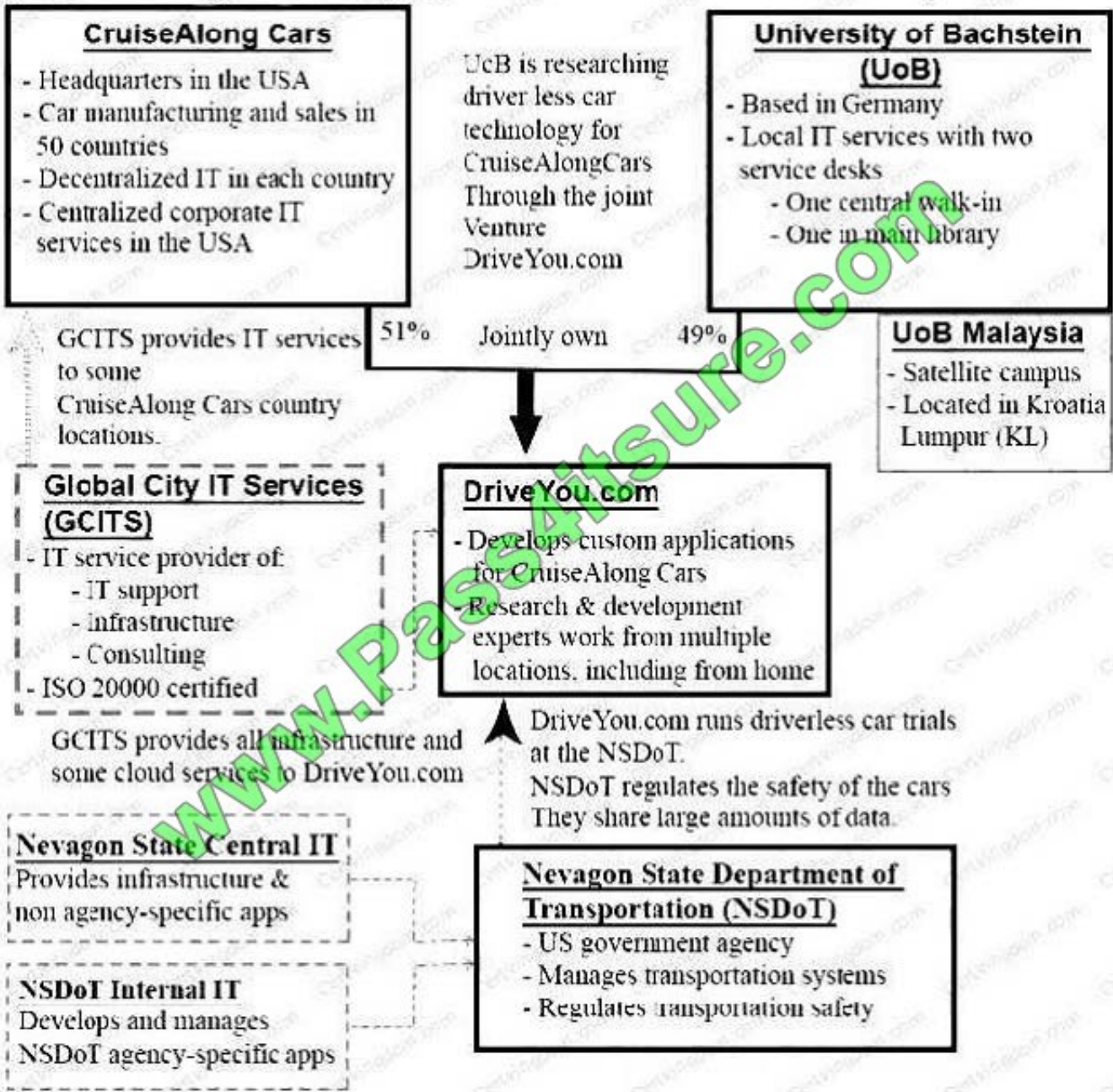
QUESTION 3

See the scenario for additional informational.



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Legend

Organization



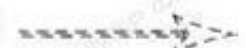
IT service provider



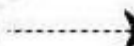
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Which is the BEST 'what's in it for me?' statement?

- A. "I am part of an important company initiative".
- B. "I can use the opportunity to learn valuable new skills".
- C. "Optimsolv gets ISO/IEC 20000 certification".
- D. "GCITS achieves its corporate goals".

Correct Answer: B

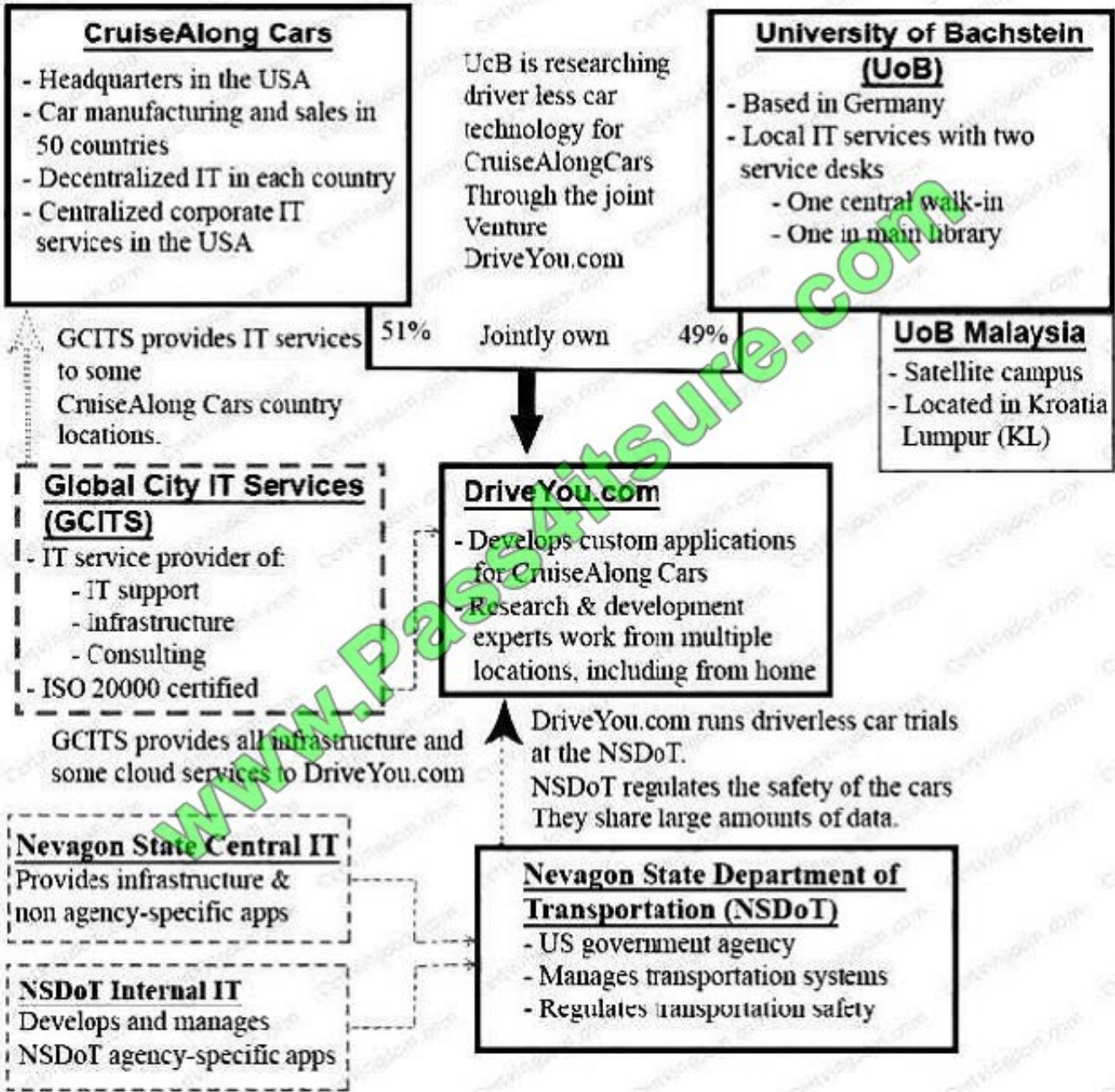
QUESTION 4



See the scenario for additional informational.

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Legend

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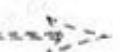
IT service provider



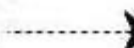
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the user experience. They will also improve the incident management and request fulfilment processes and standardize these across service desks. They are taking an iterative approach and have released the first iteration of improvements.

A project manager has been appointed for this improvement initiative.

The project manager is trying to understand the current level of service provided to senior executives.

Which is an example of a CSF for the 'customer' quadrant of the balanced scorecard?

- A. Customer satisfaction with operational services.
- B. Ability to respond rapidly to customer demand for change.
- C. Stability and availability of services delivered to customers.
- D. Ability to resolve customer incidents quickly and effectively.

Correct Answer: C

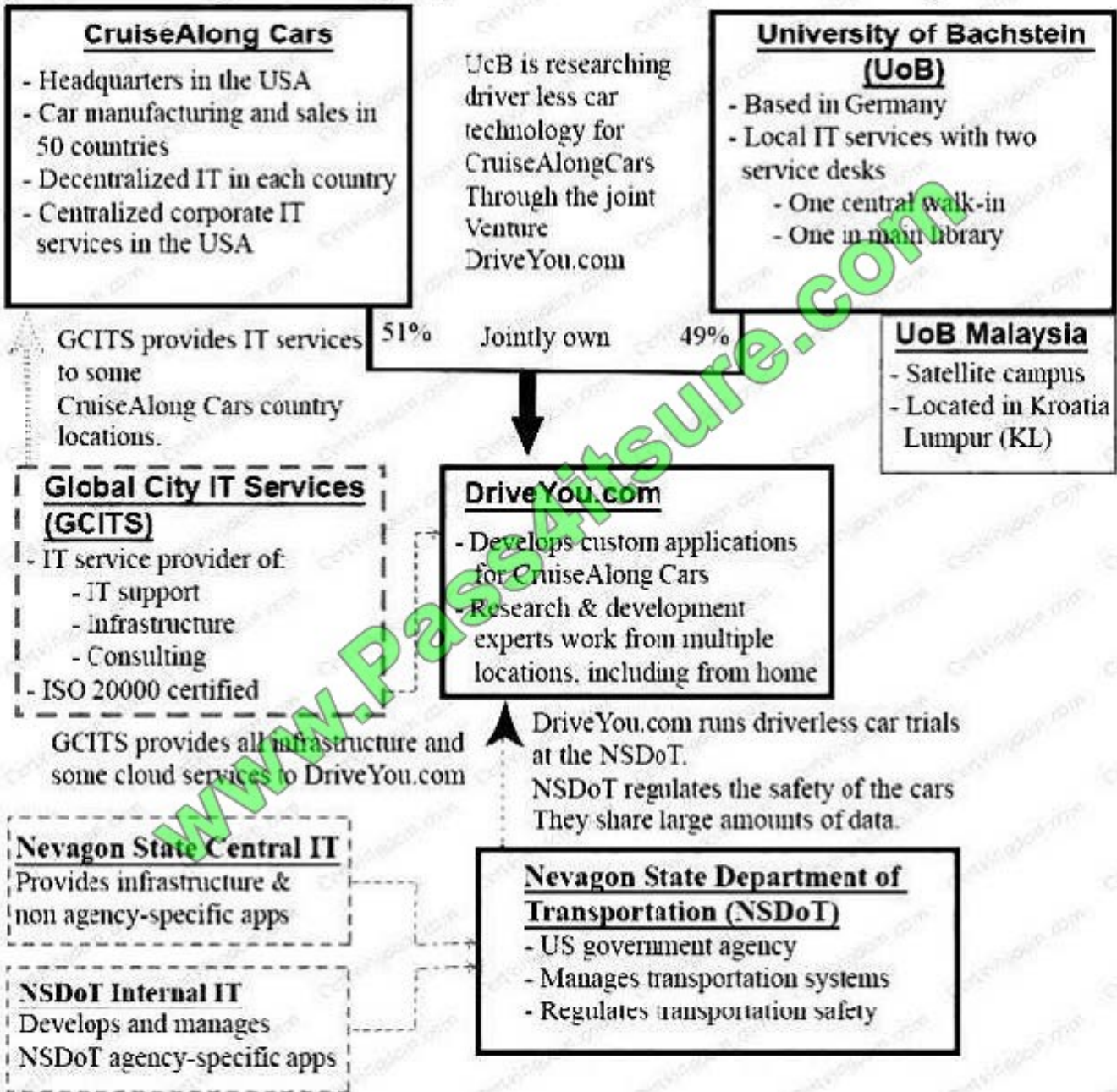
QUESTION 5

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from any location. The new service will be delivered by the existing GCITS centralized service desk. It will include 24/7 support, and reported incidents and requests will be treated as a high priority.

GCITS has subcontracted global mobile network access to Mobilwork, an international telecom provider. During the `how do we get there? Step, a plan will be created for implementing changes to the service desk procedures. Some issues

with the service desk staff are anticipated.

Which OCM activity is the BEST to address the relevant service desk issue?

	Service desk issue	OCM activity
a)	Inconsistent engagement in the project	Create a plan for regular measurement and reporting
b)	Poorly defined roles and responsibilities for the new procedures	Conduct a training needs analysis
c)	Resistance to using the new procedures	Invite users to share success stories
d)	Lack of training for the new service and procedures	Implement a staff reward scheme



- A. Service desk issue: Inconsistent engagement in the project OCM activity: Create a plan for regular measurement and reporting
- B. Service desk issue: Poorly defined roles and responsibilities for the new procedures OCM activity: Conduct a training needs analysis
- C. Service desk issue: Resistance to using new procedures OCM activity: Invite users to share success stories
- D. Service desk issue: Lack of training for the new service and procedures OCM activity: Implement a staff reward scheme

Correct Answer: A

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