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ITIL Practitioner Certification - IT Service Management

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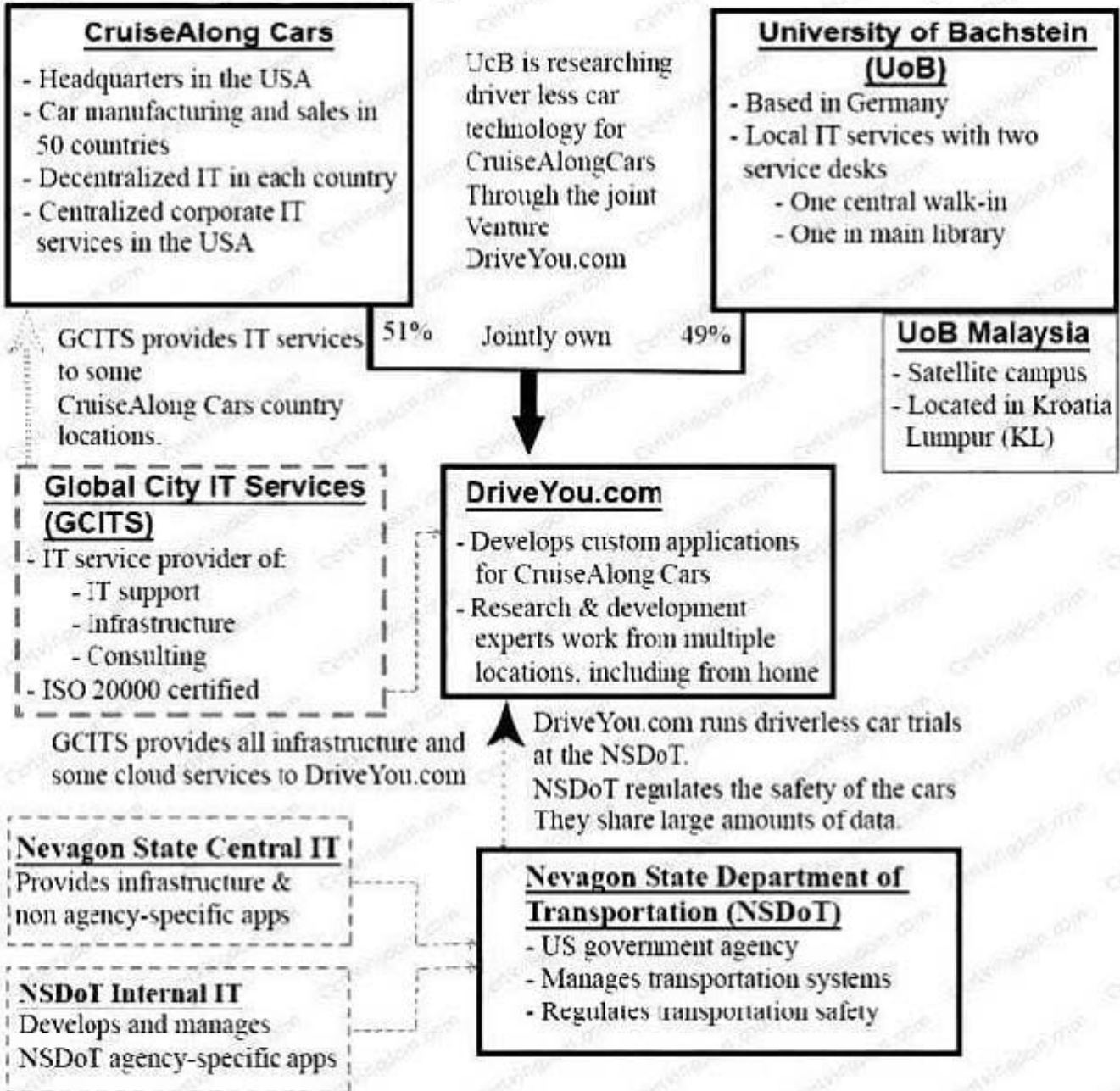


## QUESTION 1

See the scenario for additional informational.

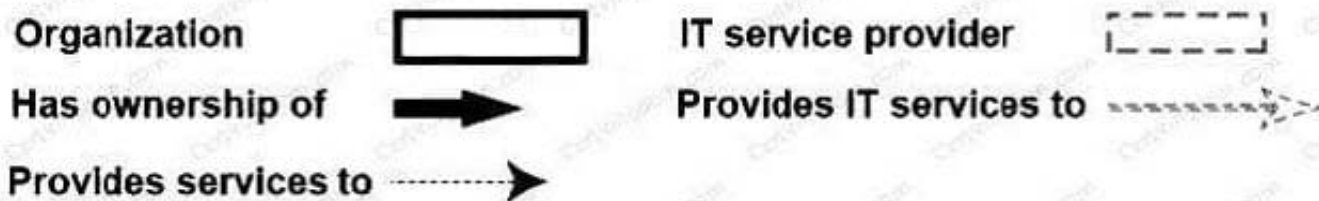
**Scenario:**

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





### Legend



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Which KPI is the MOST appropriate?

A. Customer satisfaction with mobile services is higher than 90%.



- B. Network availability for mobile services is maintained at 99.6%.
- C. Incident turnaround time for mobile services is improved by 15%.
- D. Cost per incident for mobile services is within 2% of target

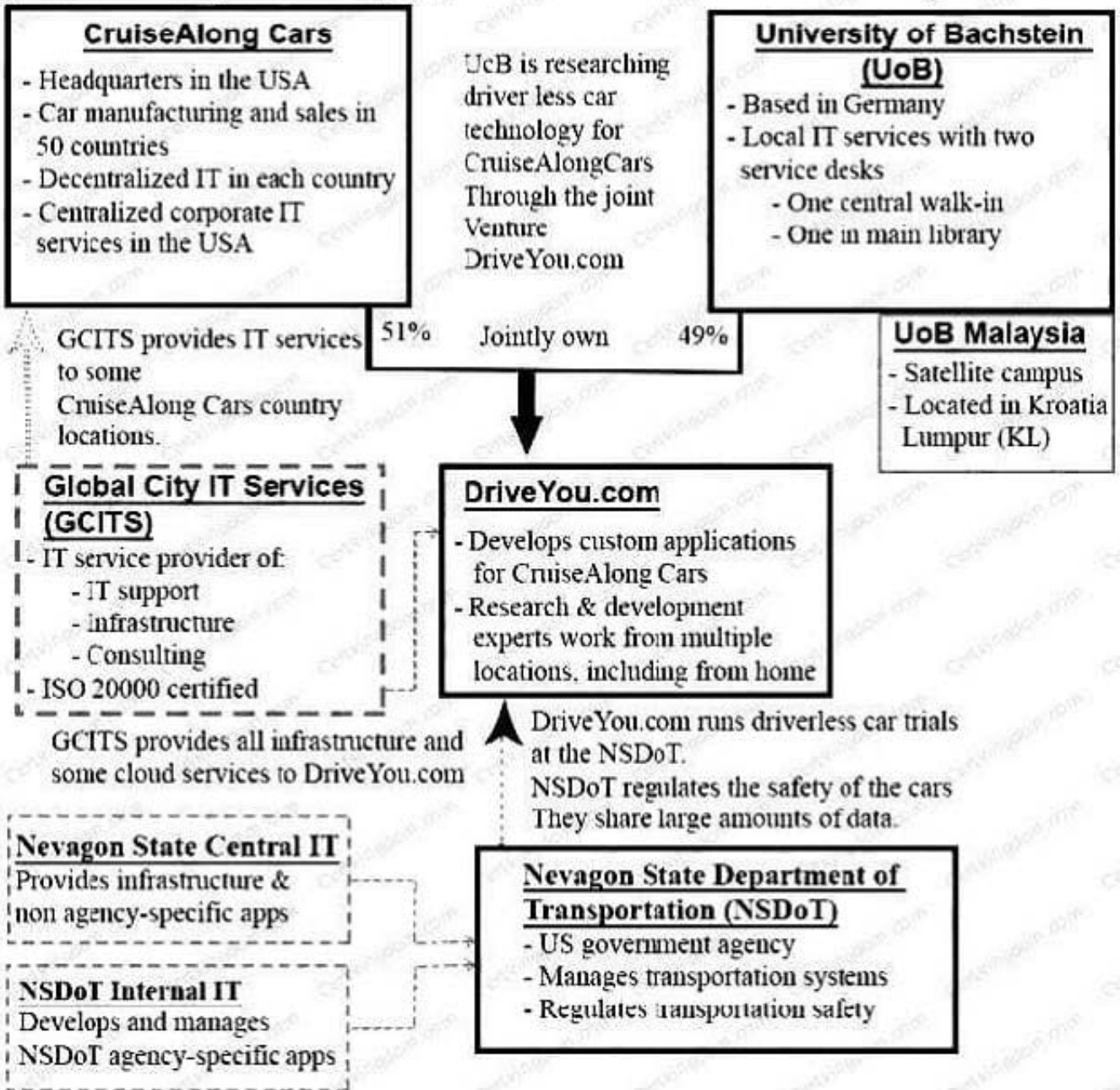
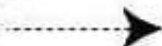
Correct Answer: A

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## QUESTION 2

See the scenario for additional informational.



**Scenario:****(Note: The companies and people within the scenario are fictional)****Legend****Organization****IT service provider****Has ownership of****Provides IT services to****Provides services to**

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Which OCM activity will BEST help Optimisolv to overcome any staff resistance, and comply with ISO/IEC 20000 within six months?

- A. Create a sense of urgency for the change.
- B. Demonstrate enough value to business.
- C. Make compliance the top corporate priority.
- D. Maintain a focus on continual improvement.

Correct Answer: C

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### QUESTION 3

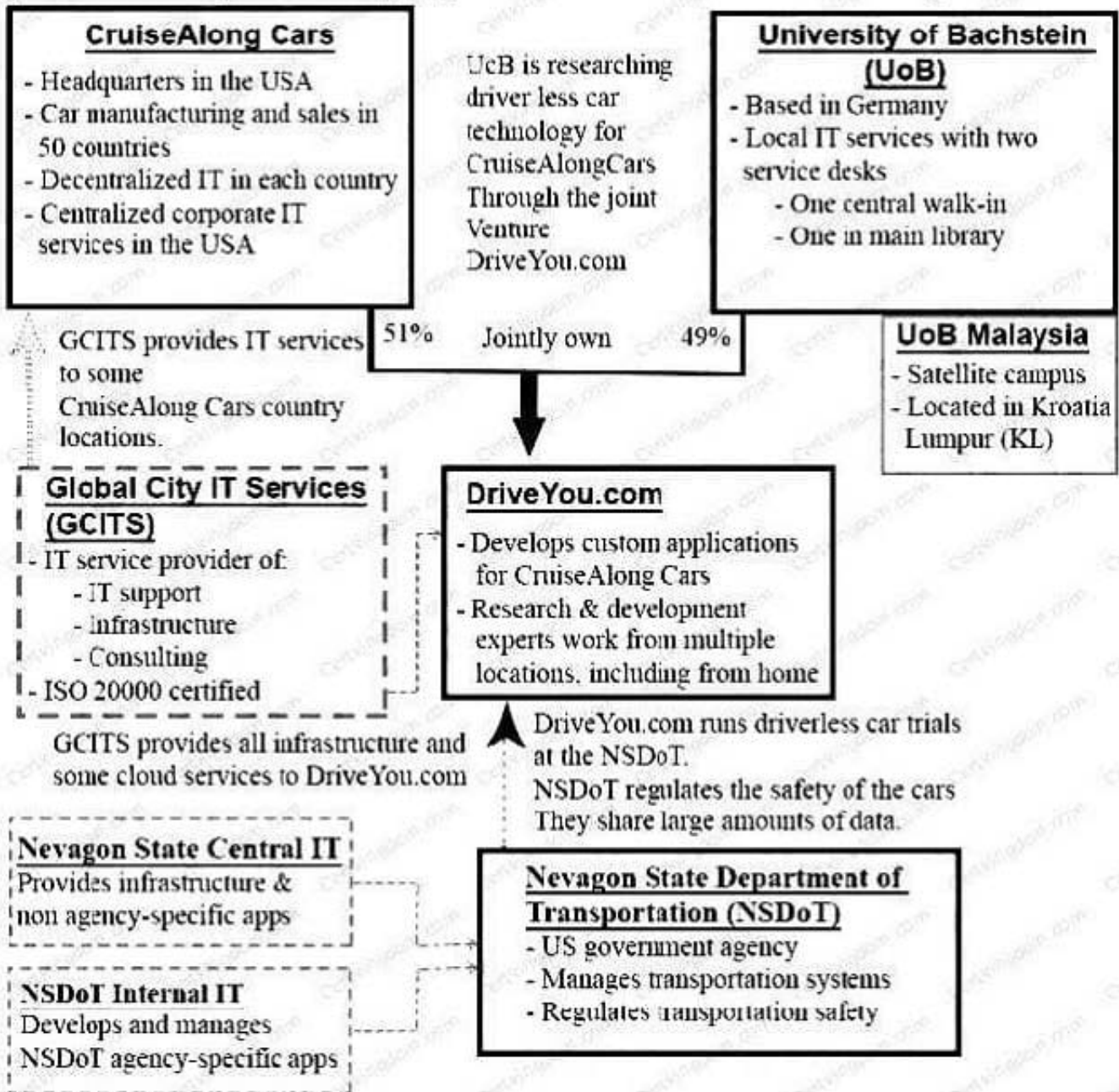




See the Scenario for additional information.

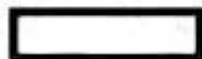
### Scenario:

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



### Legend

Organization



IT service provider



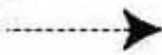
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Provides services to





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applications, however most other applications and infrastructure are provided by the Nevagon State central

IT department. GCITS will create a new 'global mobile VIP service' for CruiseAlong Cars senior

executives, which will give them access to corporate IT services from mobile devices, 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

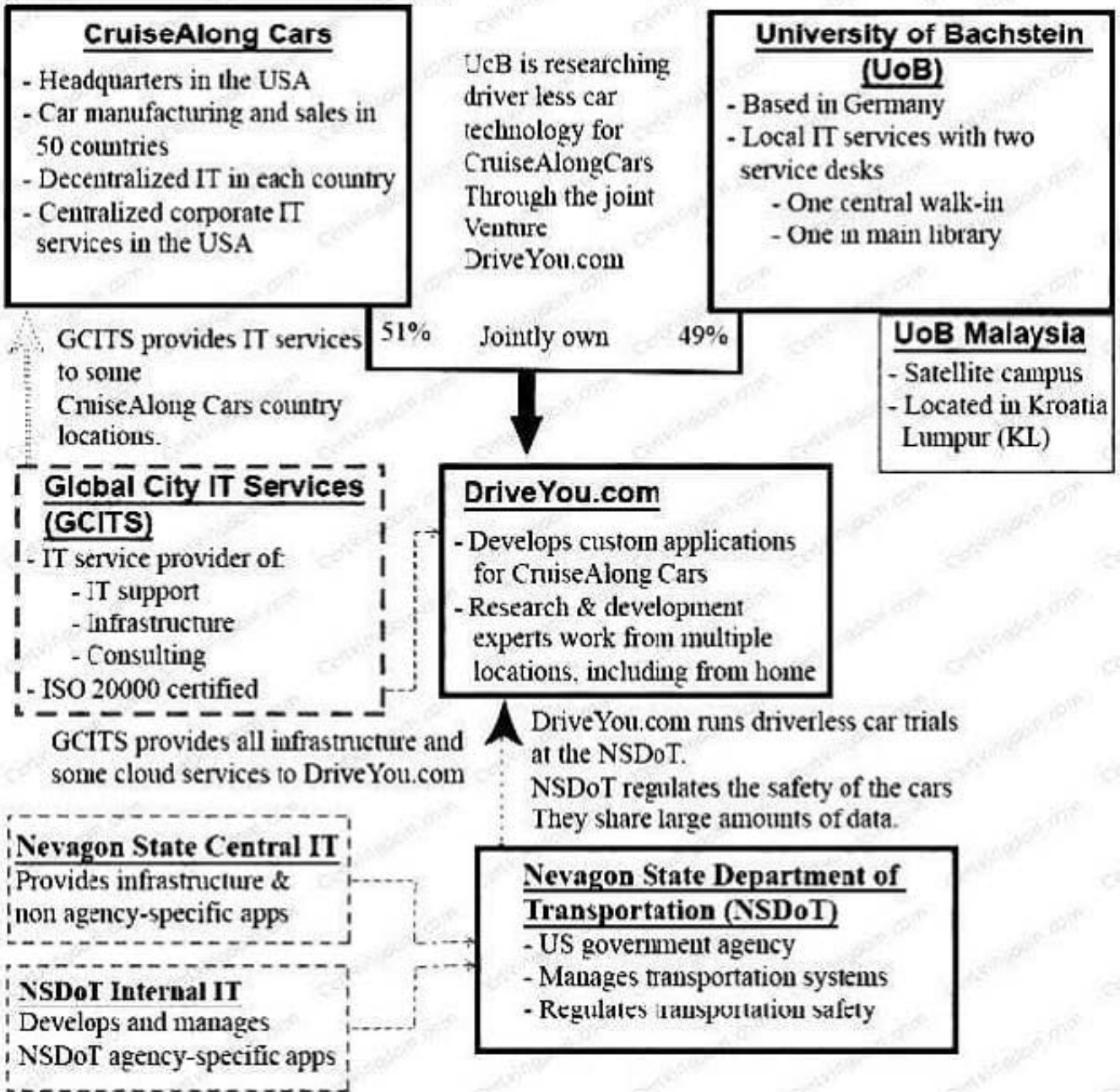
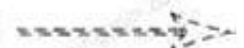
C. Service desk issue: Resistance to using new procedures OCM activity: Invite users to share success stories

D. Service desk issue: Lack of training for the new service and procedures OCM activity: Implement a staff reward scheme

Correct Answer: A

#### QUESTION 4

See the Scenario for additional information.

**Scenario:****(Note: The companies and people within the scenario are fictional)****Legend****Organization****IT service provider****Has ownership of****Provides IT services to****Provides services to**

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Which two KPIs are BEST to underpin this CSF?

	KPIs
1	Increased end-to-end availability of the new mobile technology
2	Improved senior executive satisfaction at incident closure
3	Reduction in costs for the provision of mobile services
4	Improved availability of servers within the data centre





A. 1 and 2.

B. 2 and 3.

C. 3 and 4.

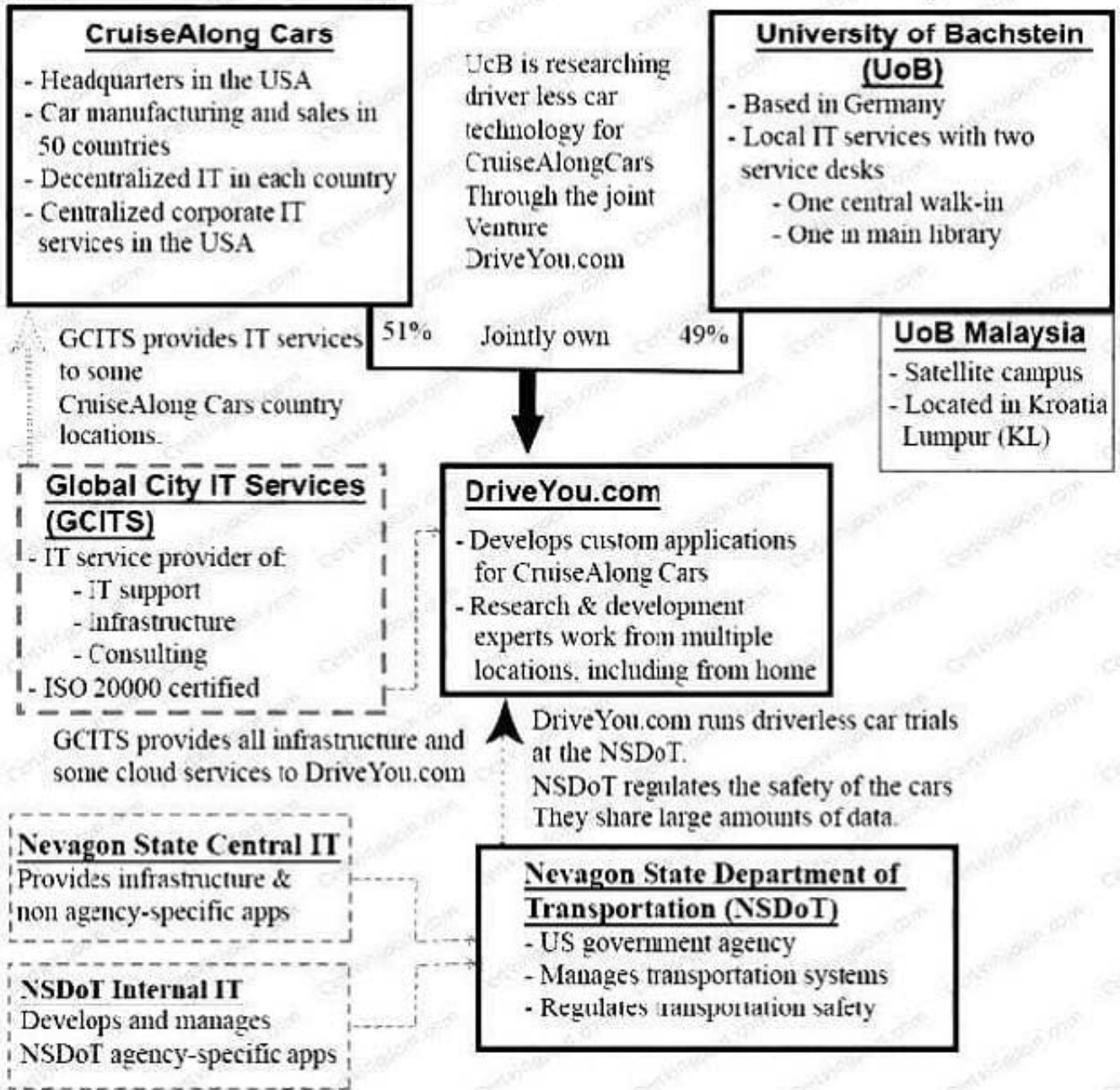
D. 1 and 4.

Correct Answer: A

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#### QUESTION 5

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Which guiding principle should have been followed to avoid this situation, and why?

- A. Guiding principle: Keep it simple Why: The customers and users were not kept informed of the progress of the project resulting in negative perception of the results
- B. Guiding principle: Progress iteratively Why: Everything the service provider does needs to map directly to value for the UoB customers and other stakeholders
- C. Guiding principle: Design for experience Why: Even though functional requirements were met the UoB customer interaction with the service was ignored leading to dissatisfaction
- D. Guiding principle: Collaborate Why: The wrong people were involved in the agreement of functional requirements when designing the solution.

Correct Answer: C





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