



# ITIL-PRACTITIONER<sup>Q&As</sup>

ITIL Practitioner Certification - IT Service Management

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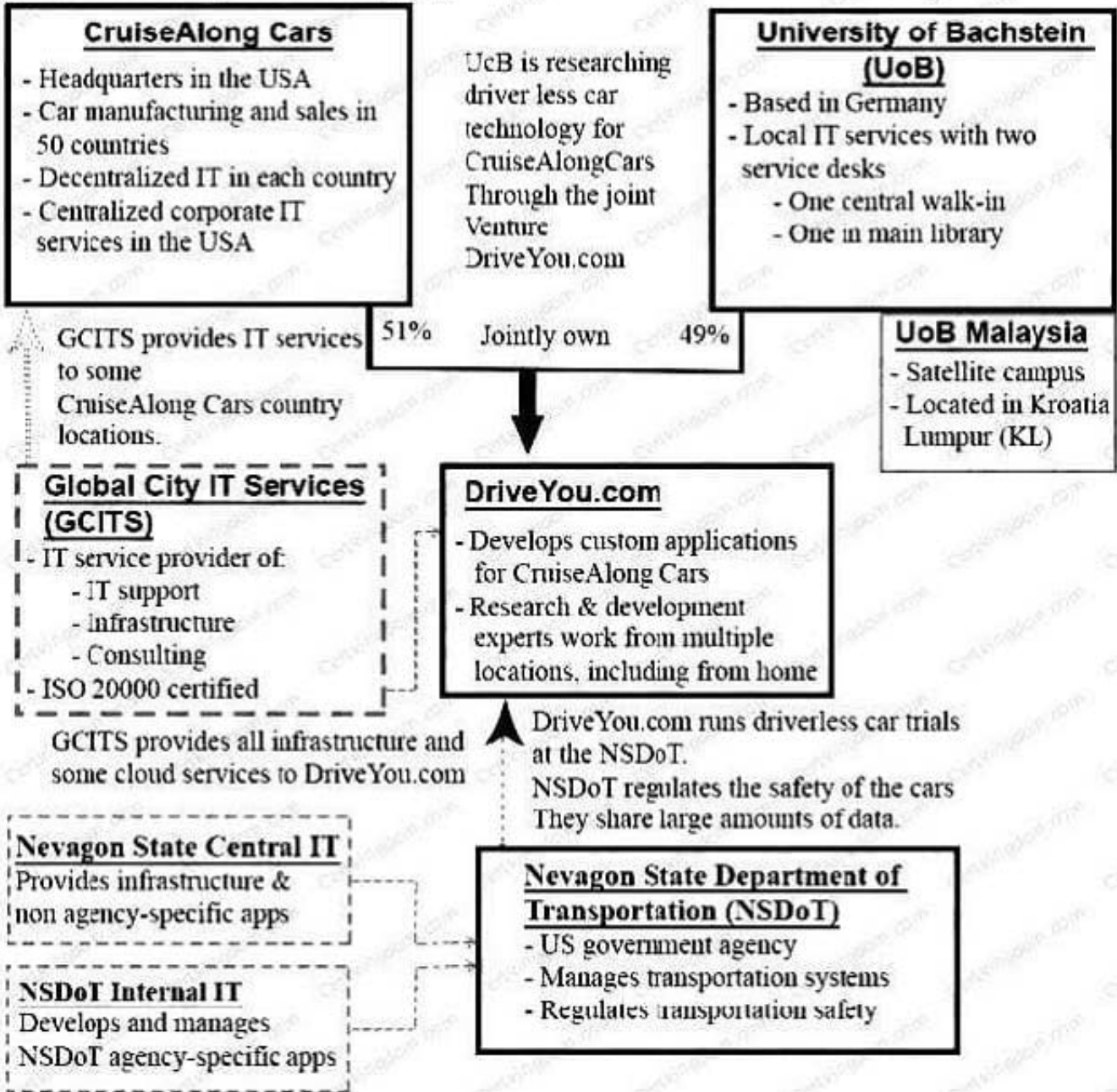


QUESTION 1

See the scenario for additional informational.

Scenario:

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





### Legend

Organization



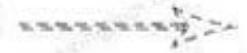
IT service provider



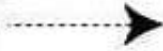
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Provides IT services to



Provides services to



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Which is the BEST approach?

- A. Create a new comprehensive communications plan for all stakeholders before engaging with the research teams.
- B. Use the existing communications plan and send all previous communications to the research teams.



- C. Make contact with the research teams and build a specific communications approach to address their needs.
- D. Include the named contacts immediately on the project email distribution list and ask them for feedback.

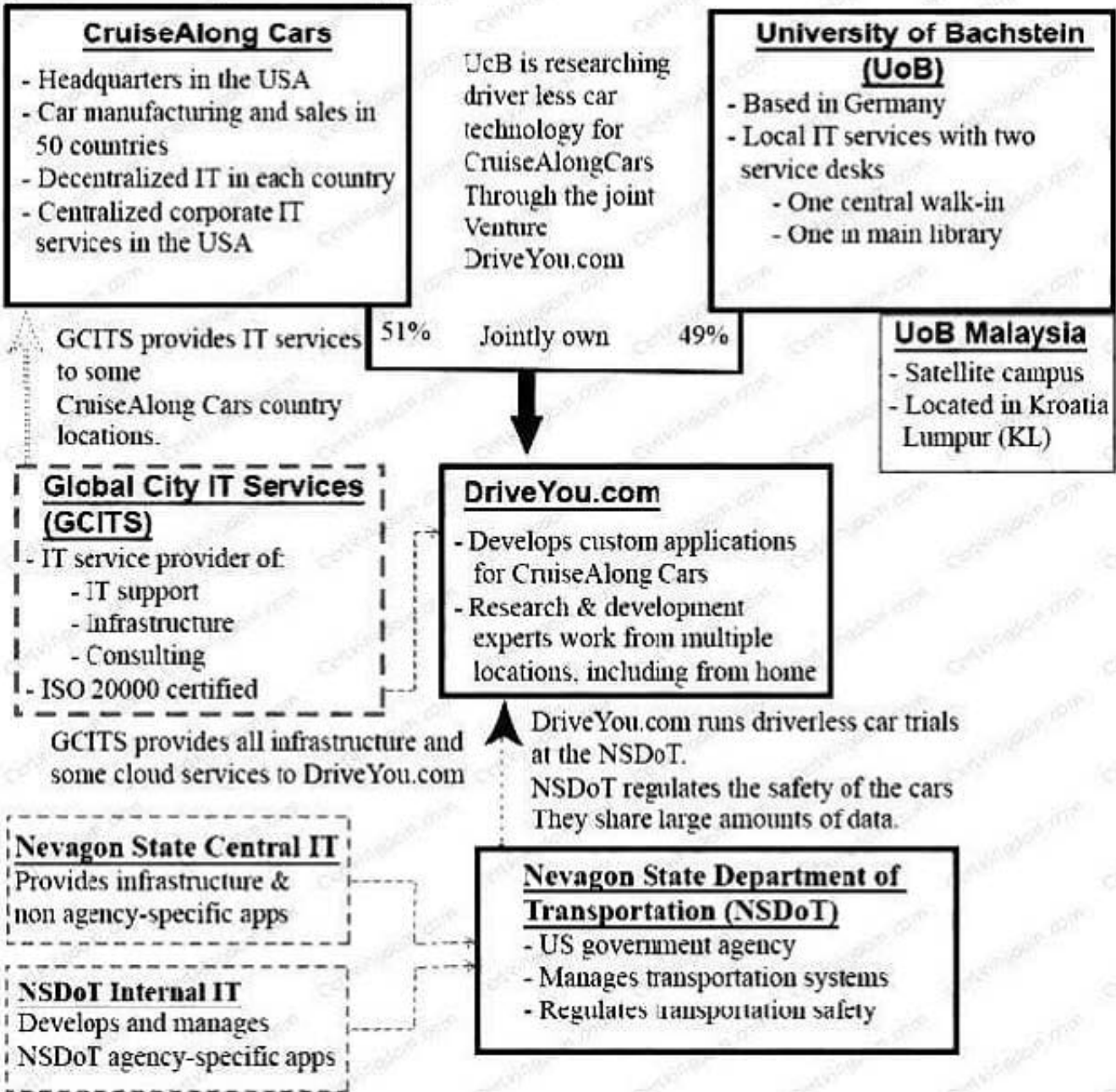
Correct Answer: C

**QUESTION 2**

See the Scenario for additional information.

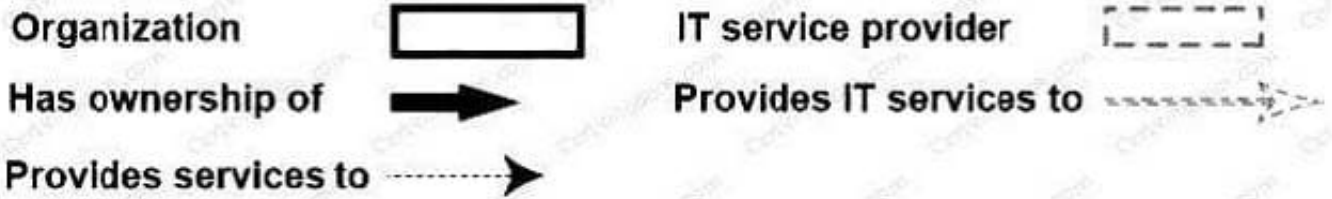
**Scenario:**

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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.

Which two rows show the CORRECT use of OCM techniques in the global mobile VIP project?



	CSI step	OCM Technique	Key Stakeholder
1	<i>What is the vision?</i>	<b>Sponsor management</b>	<b>GCITS Senior executives</b>
2	<i>Where are we now?</i>	<b>Training needs analysis</b>	<b>Mobilwork staff</b>
3	<i>Where do we want to be?</i>	<b>Identity resistance</b>	<b>GCITS staff</b>
4	<i>How do we keep the momentum going?</i>	<b>Reinforcement</b>	<b>GCITS Service desk staff</b>

- A. 1 and 2.
- B. 2 and 3.
- C. 3 and 4.
- D. 1 and 4.

Correct Answer: D

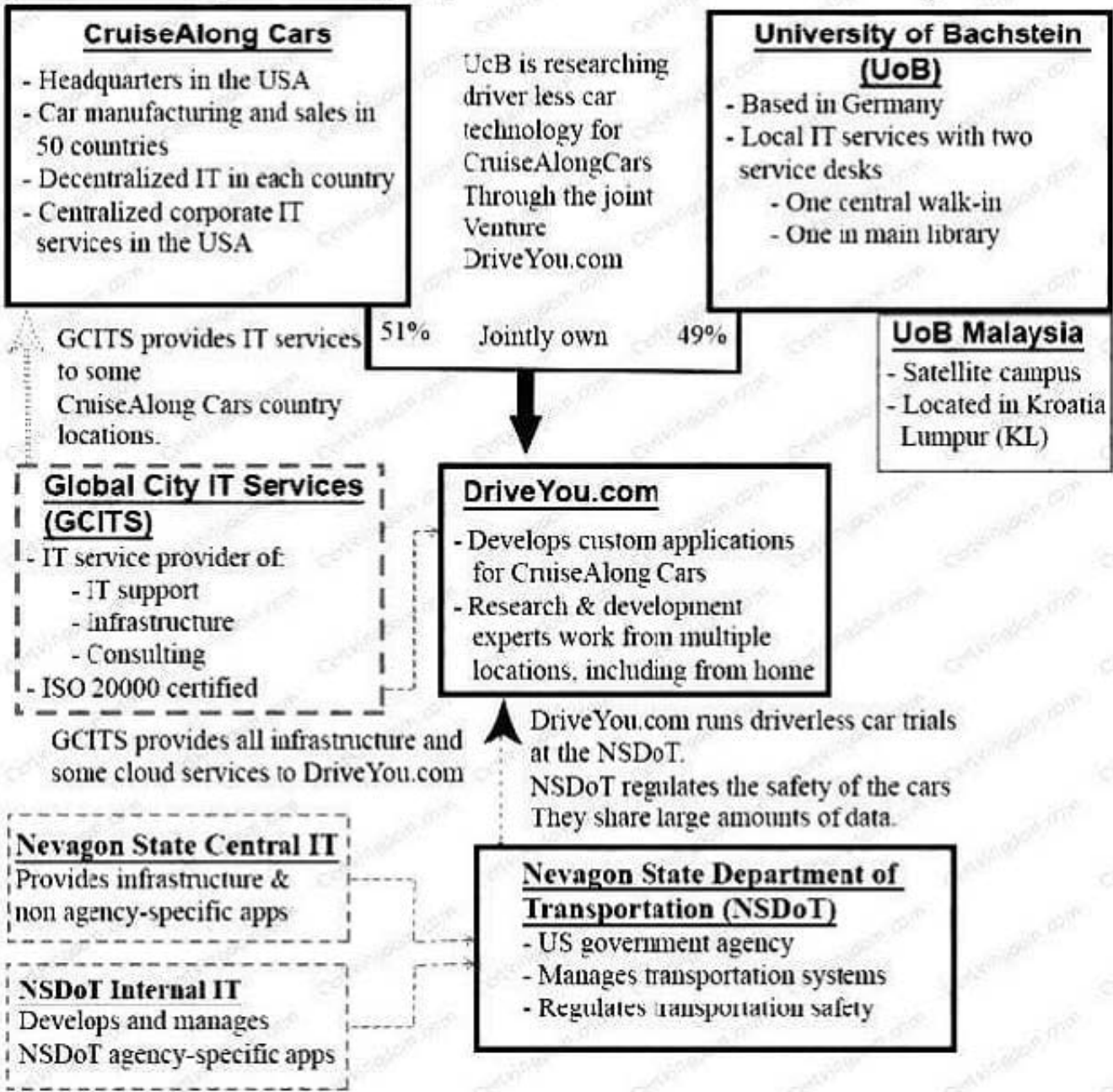
### QUESTION 3

See the scenario for additional informational.



**Scenario:**

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**Legend**

**Organization**



**IT service provider**



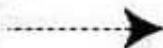
**Has ownership of**



**Provides IT services to**



**Provides services to**



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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





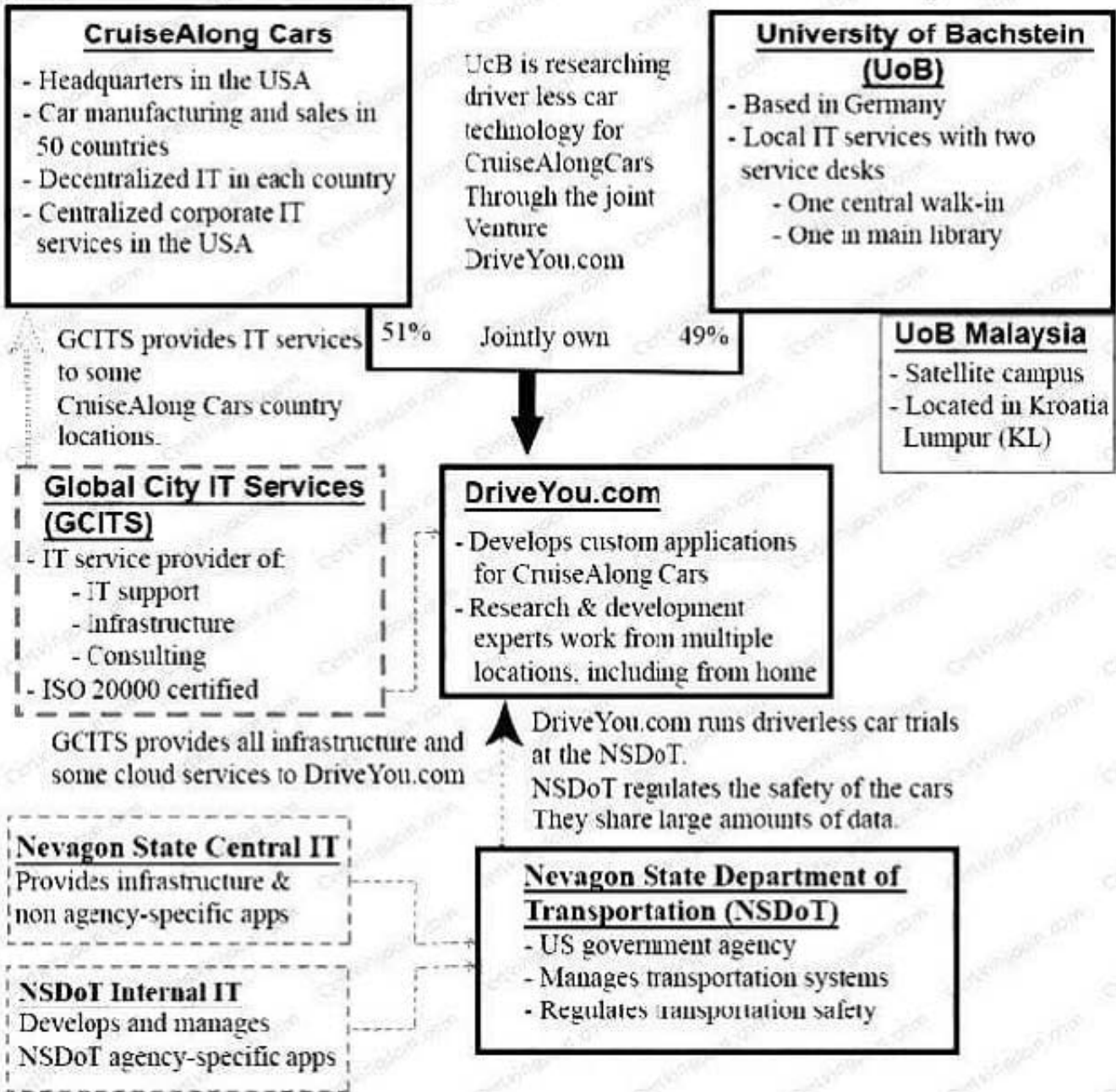
Correct Answer: D

**QUESTION 4**

See the scenario for additional informational.

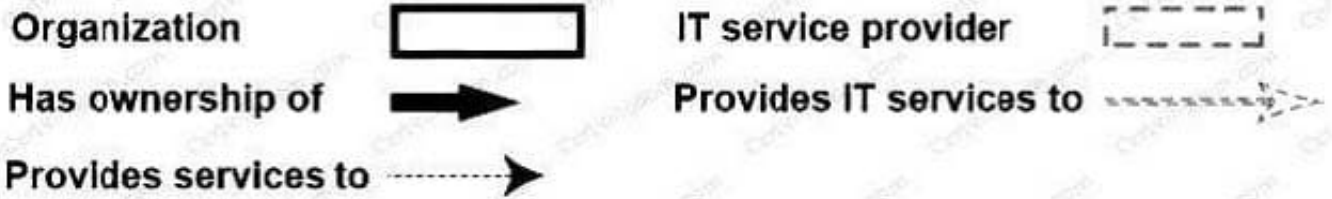
**Scenario:**

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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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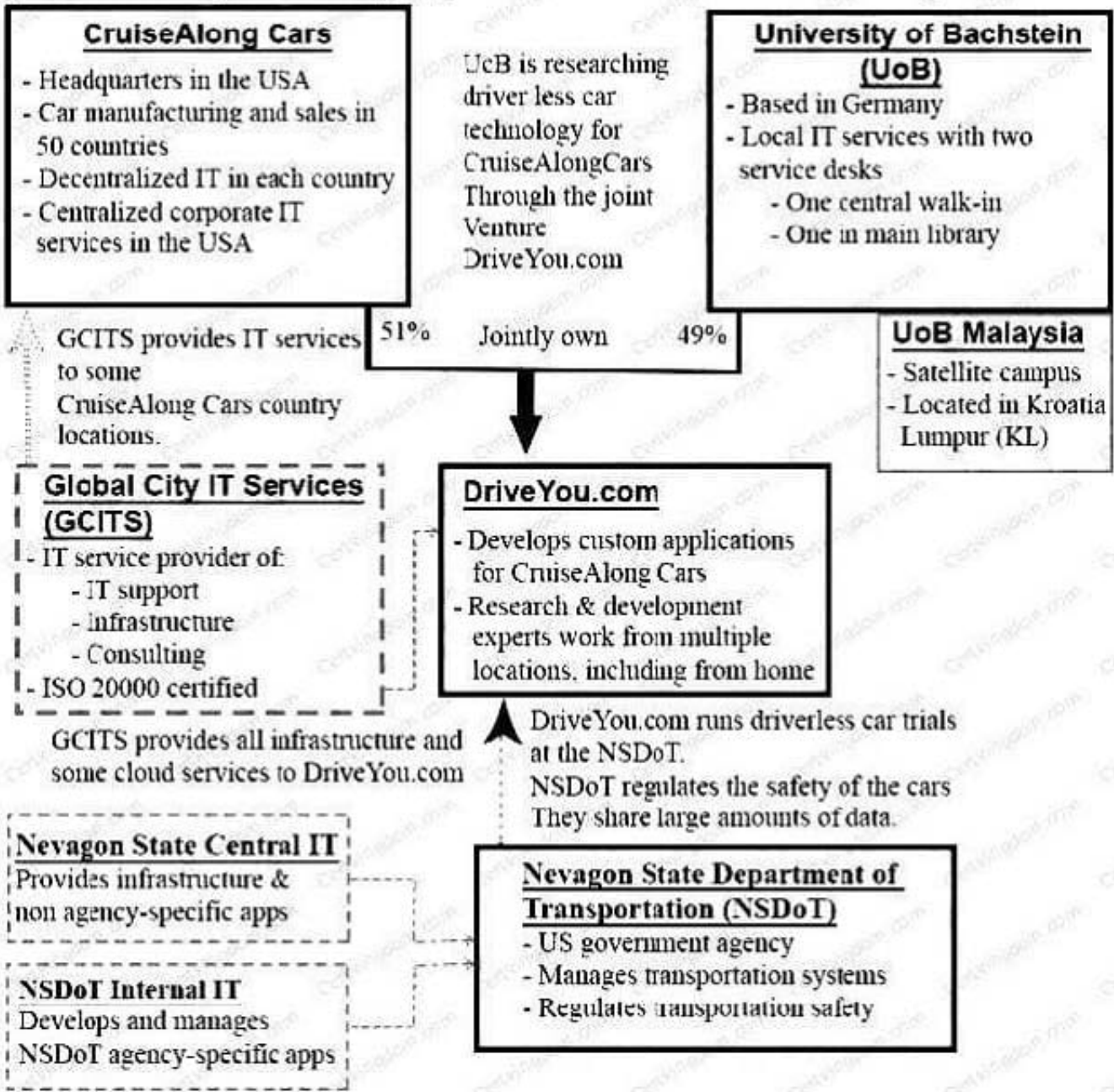
## QUESTION 5

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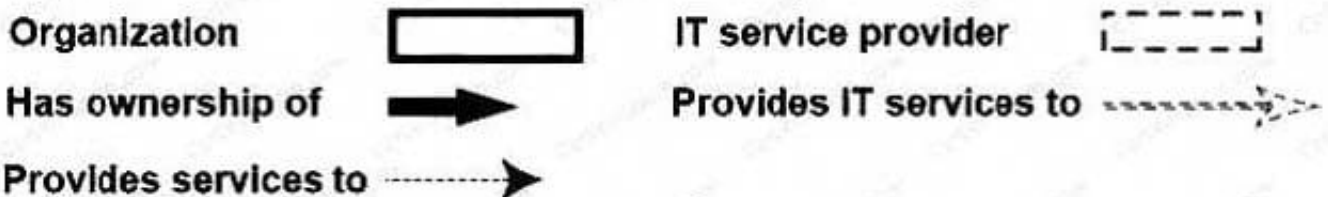


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During the 'how do we get there?' Step, a plan will be created for implementing changes to the service

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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