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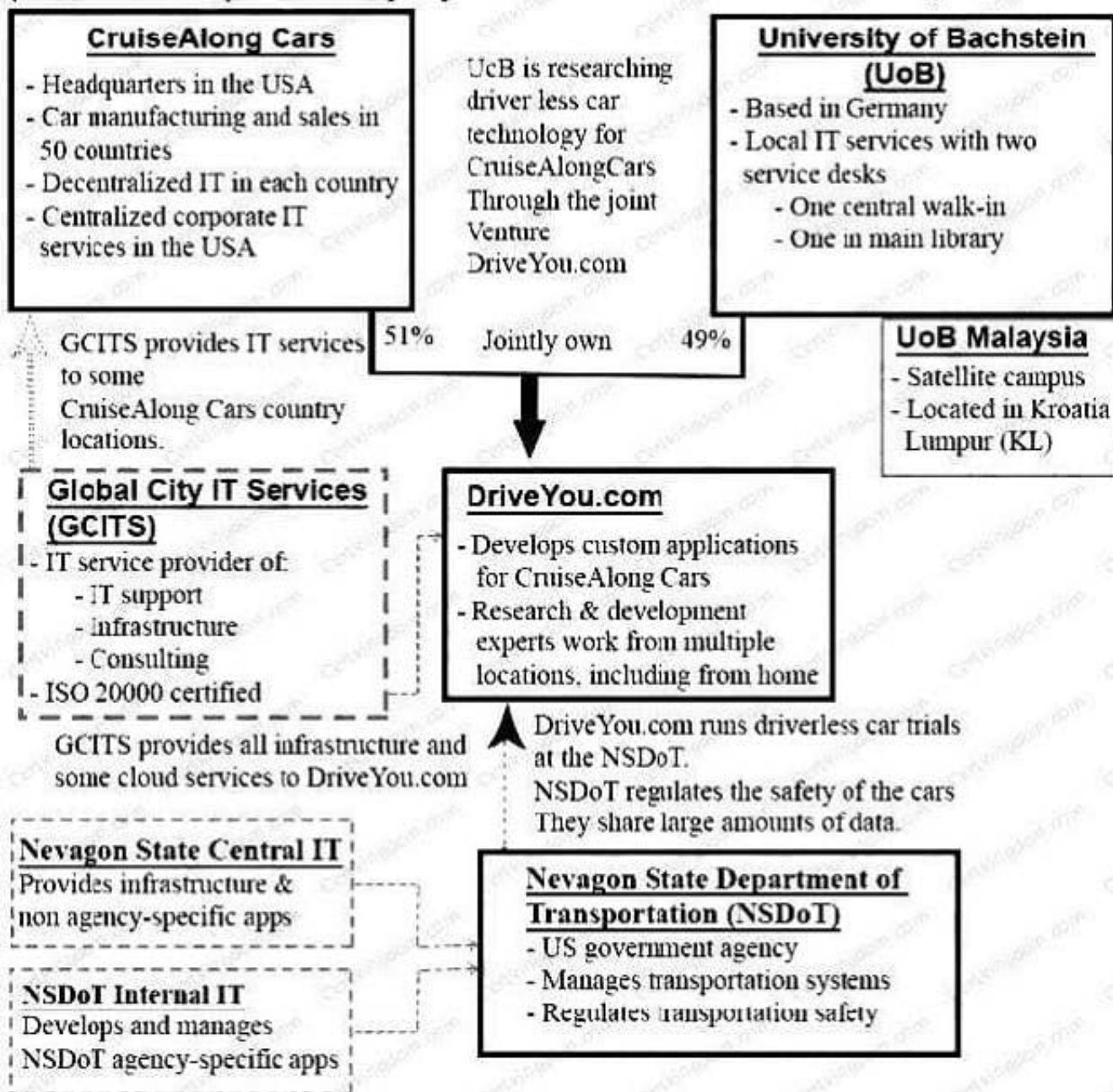


QUESTION 1

See the scenario for additional informational.

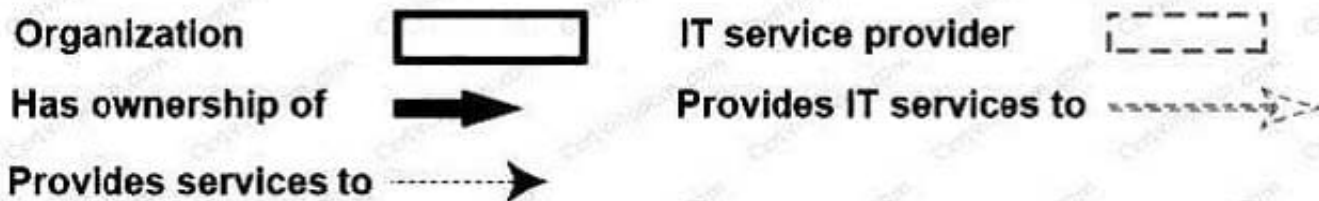
Scenario:

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





Legend



CruiseAlong Cars CruiseAlong Cars is a car manufacturing and sales company with corporate headquarters in the United States of America; It has grown by acquisition over the last 20 years and has operations in over 50 countries. Each country has its own IT organization, with some central corporate IT services provided by the US parent company. In some countries CruiseAlong Cars has outsourced infrastructure and service desks. The largest IT supplier is Global City IT Services (GCITS). In two countries GCITS provides CruiseAlong Cars with full outsourced services. They also provide selected services in other countries. Some of the issues that CruiseAlong Cars needs to address include: Inefficiencies caused by the current IT structure Inconsistency of IT services when employees are travelling CruiseAlong Cars is working with a European university (the University of Bachstein) to research and develop driverless car technology. The venture operates as an independent company called DriveYou.com, and CruiseAlong Cars owns a 51% share. DriveYou.com This is a small, innovative company, that is jointly owned by CruiseAlong Cars and the University of Bachstein (UoB). DriveYou.com develops custom applications using a highly collaborative, rapid and iterative development approach. Their employees are mostly research and development experts, working from multiple locations, with a significant number working from home. Initial driverless car testing is being conducted in the US at the Nevegong State Department of Transportation. Infrastructure and cloud services are purchased from Global City IT Services and other providers, and these relationships are managed by a DriveYou.com supplier manager. Some of the issues that DriveYou.com needs to address include: Better structure and accountability around their work practices Compliance with safety and other regulatory requirements. University of Bachstein (UoB) The UoB is a university that is based Germany, with a satellite campus in Kuala Lumpur, Malaysia; In the past, some IT services were funded and run centrally, and some were funded and run independently by each faculty. Centrally owned services include a 'walk-in' service desk, plus a separate service desk in the main library, run by library staff. Library services and IT are both part of the university's administrative services division. Recently, under a new CIO, there has been a drive to centralize and consolidate IT as a corporate function, although this has not been fully achieved. The central IT department runs a variety of legacy systems, which serve students, administrators, researchers and academics. It also runs some high performance computing systems and high bandwidth networks across the main campus area; Some of the issues that the UoB needs to address include: Complete the centralization and consolidation of IT Manage growth and increasing IT demand Demonstrate value through competitive, responsive and transparent services Global City Services (GCITS) GCITS is a global service provider which has grown through acquisition and which offers a wide range of services, including IT support, infrastructure and consulting. GCITS has mature and efficient IT service management processes, and holds an ISO/IEC 20000 certification. GCITS provides the entire infrastructure and some cloud services for DriveYou.com, as well as a range of services in different countries to CruiseAlong Cars. Some of the issues that GCITS needs to address include: Succeed in establishing a strategic partnership with CruiseAlong Cars Nevegong State Department of Transportation (NSDoT) NSDoT is a government agency in the US state of Nevegong, where DriveYou.com is running their trials. It is responsible for managing transportation systems and safety. DriveYou.com must work with the agency to ensure that their trials comply with safety regulations, and the program includes bi0directional sharing of large amounts of data; The NSDoT's internal IT team writes and manages most of their agency-specific applications, however most other applications and infrastructure are provided by the Nevegong State central IT department. The IT department at the UoB does not have a service catalogue or a service portfolio, and there is limited understanding of the structure and value of services in the organization. Many of the individual departments and faculties are resistant to the CIO's vision for global services. They have decided to appoint business relationship managers (BRMs) who will be expected to address many of the challenges, in order to support collaboration and help to define global services. Some business analysts are going to be transferred to these new positions. The newly appointed BRMs are starting to define services and want to ensure that value, outcomes, costs and risks are included in every service definition.

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.

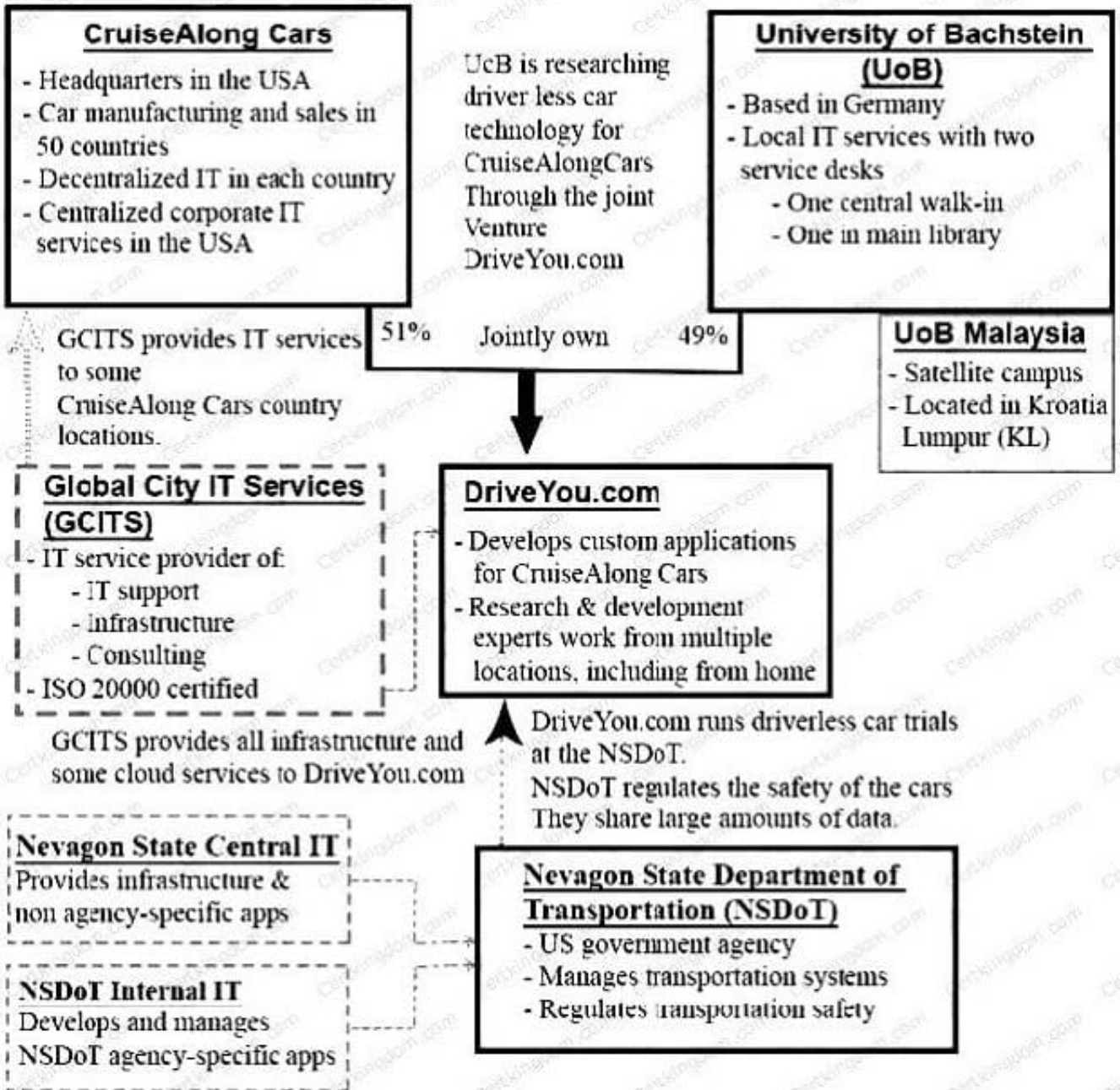
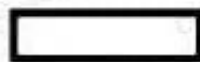
C. Exam administration service: increases productivity of administrative staff by reducing downtime of exam marking and grade tracking. reduces cost of managing exams. provides centralized storage of exam materials in the cloud.

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

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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| KPIs |
|--|
| 25% reduction in security audit compliance failures for the mobile service over the last year |
| 50% reduction in the number of mobile service related incidents over the last three months |

Are these KPIs SMART?

A. No, because one of them is not relevant to the project goals.

B. No, because one of them is not time-bound.



C. Yes, they are SMART KPIs.

D. No, because one of them is not measurable

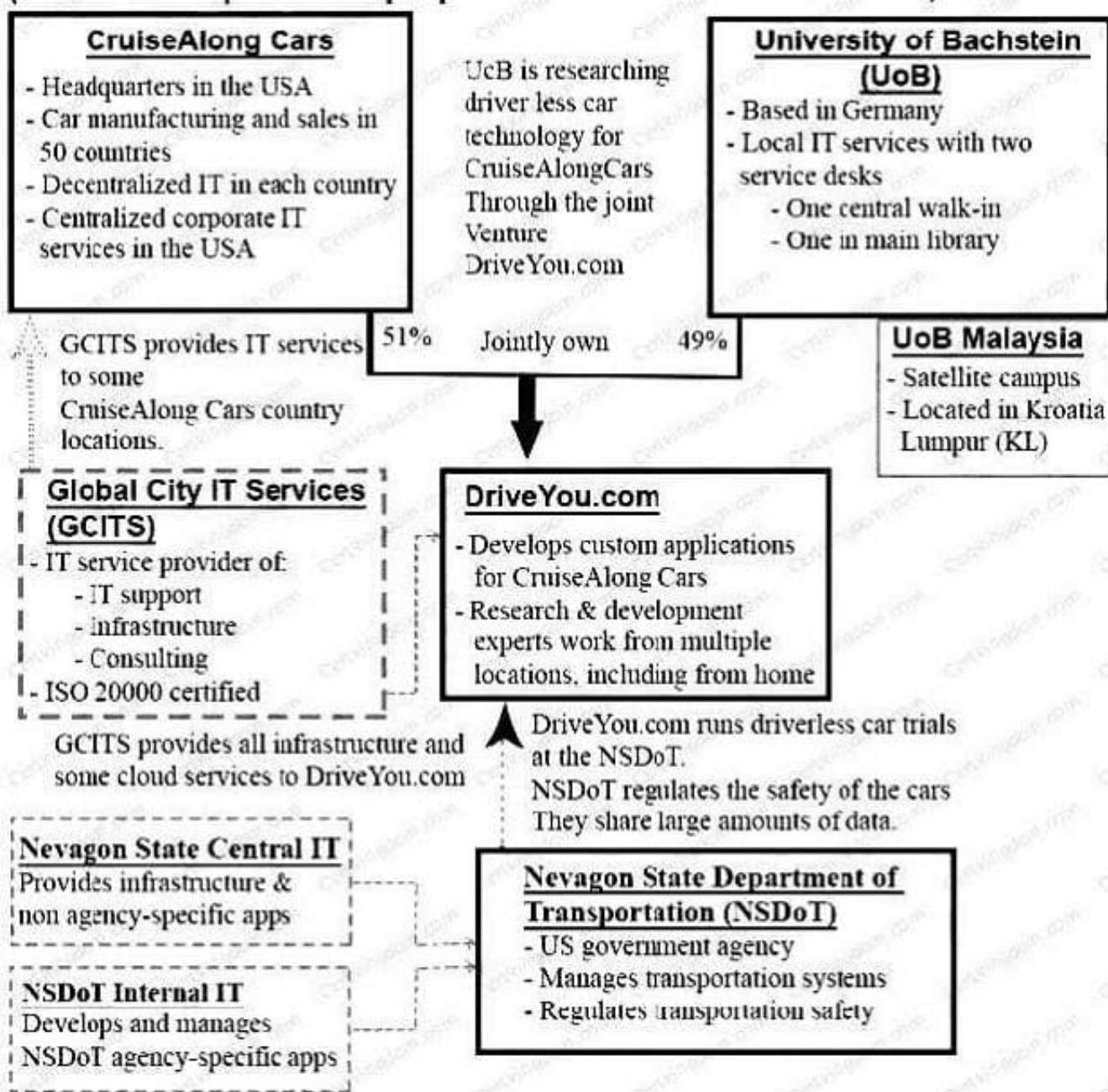
Correct Answer: C

QUESTION 3

See the scenario for additional informational.

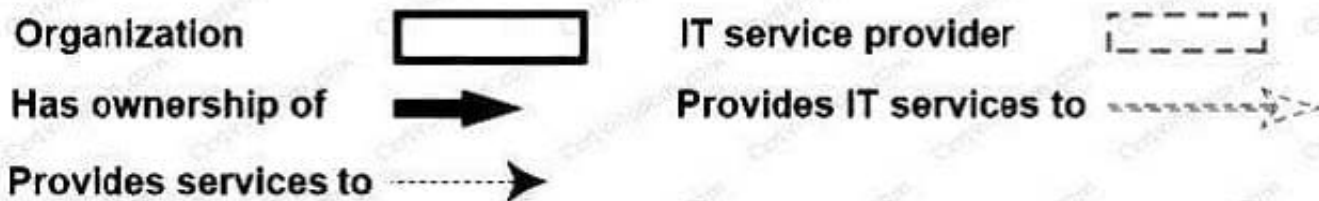
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Which is the BEST combination of report content and target stakeholder?



| | Stakeholder who receives the report | Report content | |
|----|-------------------------------------|--|---|
| a) | Service desk staff | Customer satisfaction scores | Achievement of service availability targets |
| b) | Service desk staff | Achievement of service response targets | Root cause of outages |
| c) | Senior executives | Customer satisfaction scores | Root cause of outages |
| d) | Senior executives | Achievement of service desk response targets | Achievement of service availability targets |

A. Stakeholder who receives the report: Service desk staff Report content: Customer satisfaction scores, Achievement of service availability targets

B. Stakeholder who receives the report: Service desk staff Report content: Achievement of service response targets, Root cause of outages

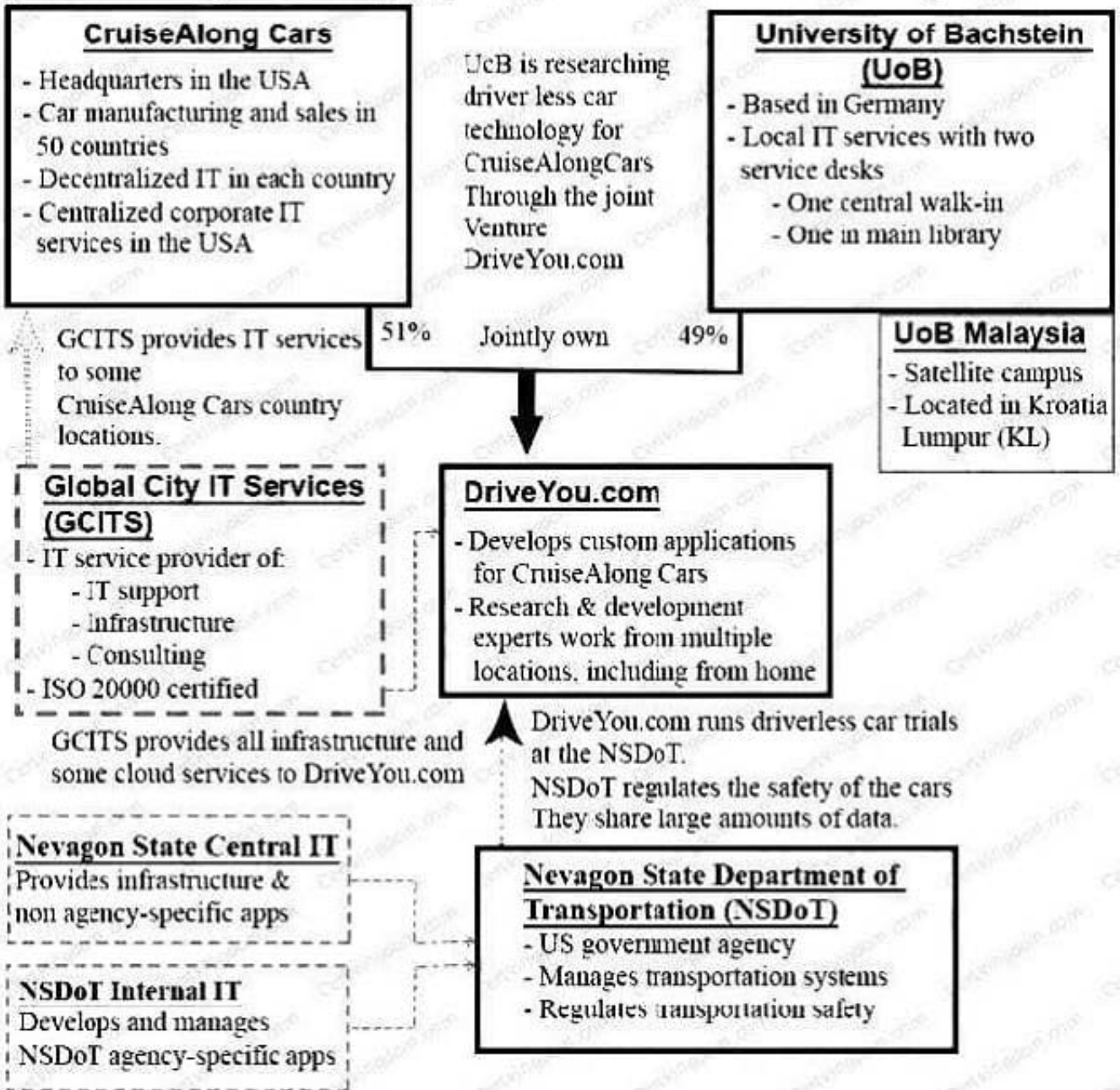
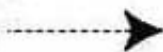
C. Stakeholder who receives the report: Senior executives Report content: Customer satisfaction scores, Root cause of outages

D. Stakeholder who receives the report: Senior executives Report content: Achievement of service desk response targets, Achievement of service availability targets

Correct Answer: D

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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applications, however most other applications and infrastructure are provided by the Nevegon 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

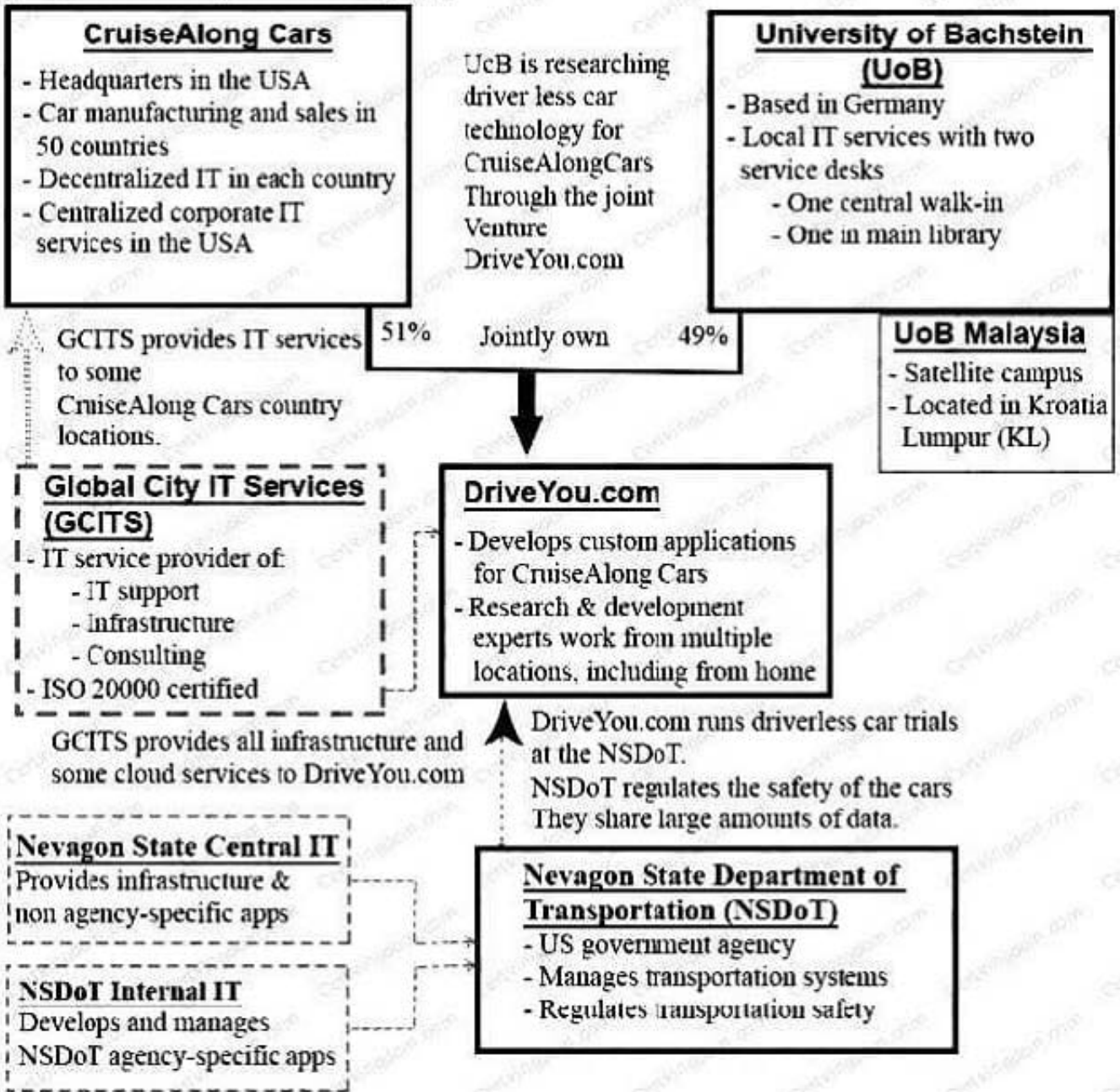
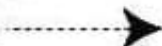
C. Service desk issue: Resistance to using new procedures OCM activity: Invite users to share success stories

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

Correct Answer: A

QUESTION 5

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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



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