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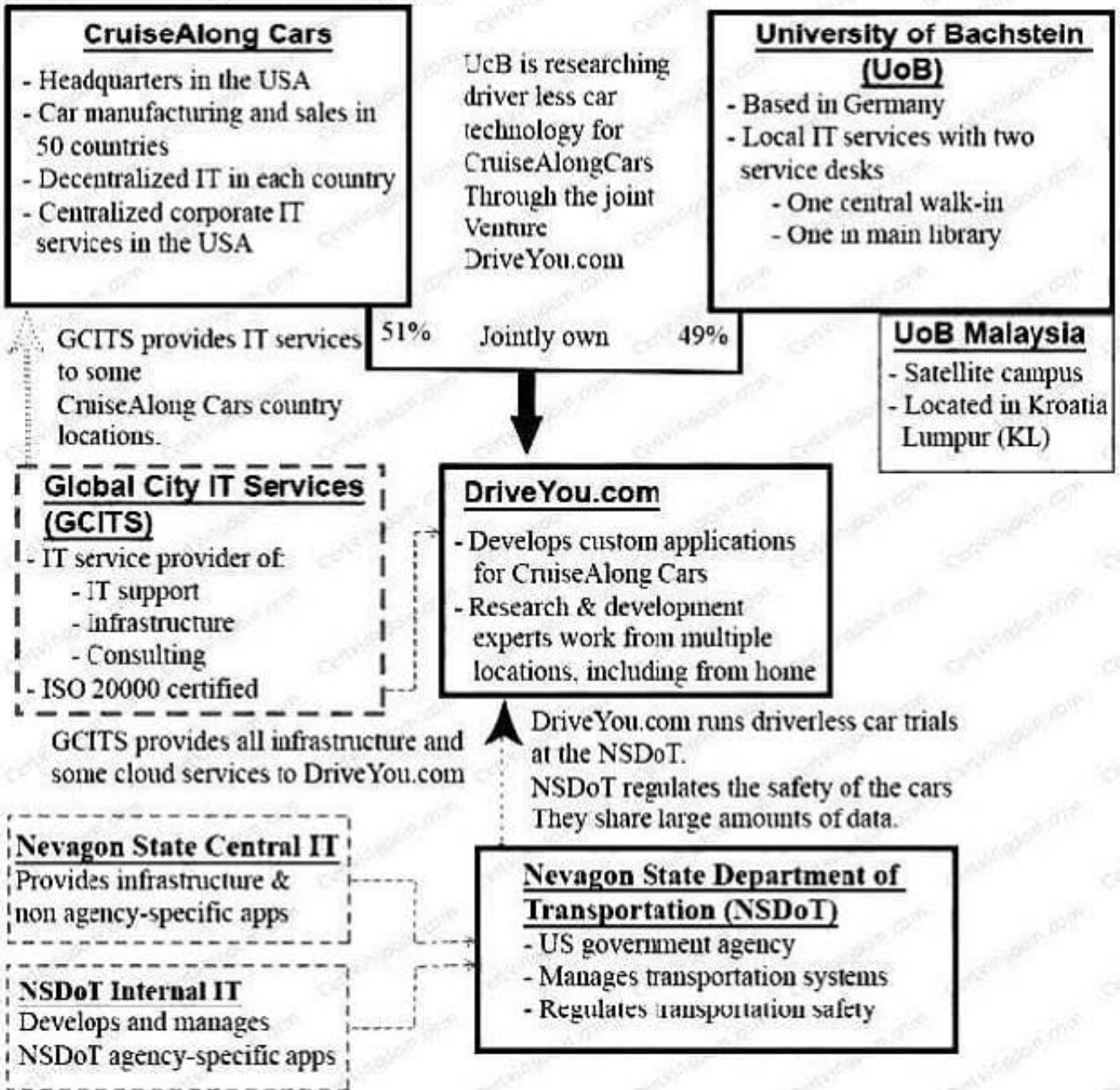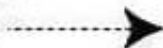
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QUESTION 1

What is organizational change management (OCM) MOST likely to contribute to in an organization?

A. The knowledge required to support the adoption of new technology platforms.

B. Cultural changes required as a result of adopting new business processes.

C. Standard changes that are made to IT service assets and configuration items.

D. The development of underpinning processes for a change management standard.

Correct Answer: B

QUESTION 2

See the scenario for additional informational.

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Legend

Organization [box]

Has ownership of [arrow]

Provides services to [dashed arrow]

IT service provider [dashed box]

Provides IT services to [dashed arrow]

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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.

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What is the BEST step to take next in the stakeholder management process, and why?

	Action	Why
a)	Devise a communication plan for each stakeholder	To understand how the new Optimsolv staff are likely to react, and win their support
b)	Devise a communication plan for each stakeholder	To understand the importance of each stakeholder to the initiative
c)	Prioritize stakeholders as 'major', 'critical', 'significant' or 'minor'	To understand the importance of each stakeholder to the initiative
d)	Prioritize stakeholders as 'major', 'critical', 'significant' or 'minor'	To understand how the new Optimsolv staff are likely to react, and win their support

A. Action: Devise a communication plan for each stakeholder Why: To understand how the new Optimsiolv staff are likely to react, and win their support

B. Action: Devise a communication plan for each stakeholder Why: To understand the importance of each stakeholder to the initiative

C. Action: Prioritize stakeholders as `major\\', `critical\\', `significant\\' or `minor\\' Why: To understand the importance of each stakeholder to the initiative

D. Action: Prioritize stakeholders as `major\\', `critical\\', `significant\\' or `minor\\' Why: To understand how the new Optimsolv staff are likely to react, and win their support

Correct Answer: C

QUESTION 3

The project manager is writing a business case for the improvement. This business case explains how

following the CSI approach will contribute to the improvement work.

Which is a correct description of the purpose of a CSI step in this improvement work?

A. "Where are we now?" will document process issues that need to be resolved.

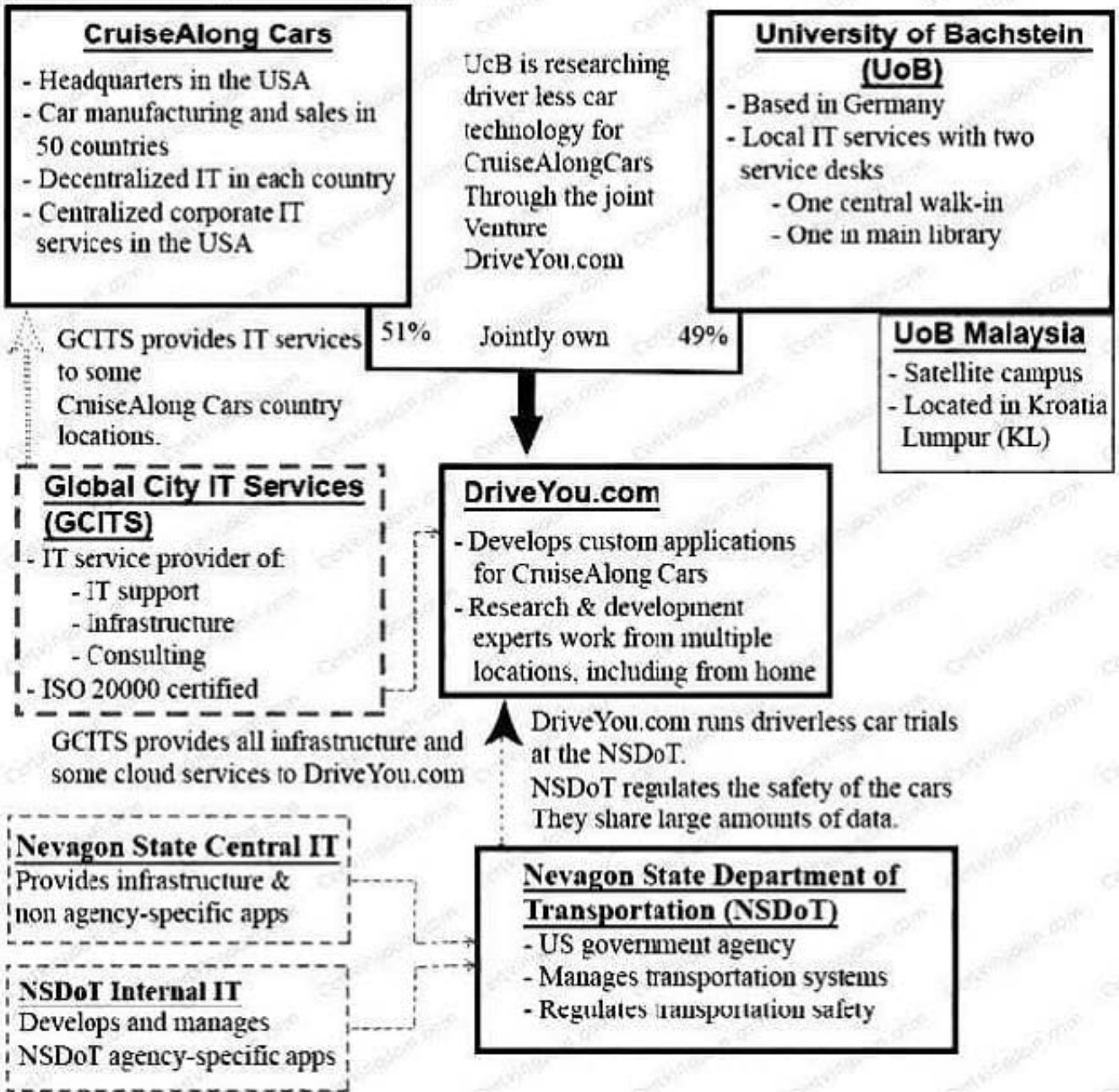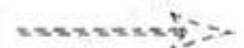B. `How do we get there?\\' will specify the objectives and business case for the project.
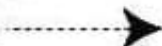
C. `What is the vision?\\' will identify the best ITSM software tool to use.

D. `Did we get there?\\' will define measurable steps for the project.

Correct Answer: A

QUESTION 4

See the scenario for additional informational.

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Legend

Organization ▭

Has ownership of ➡

Provides services to ┄┄➤

IT service provider ┆┄┄┆

Provides IT services to ⤳

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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.

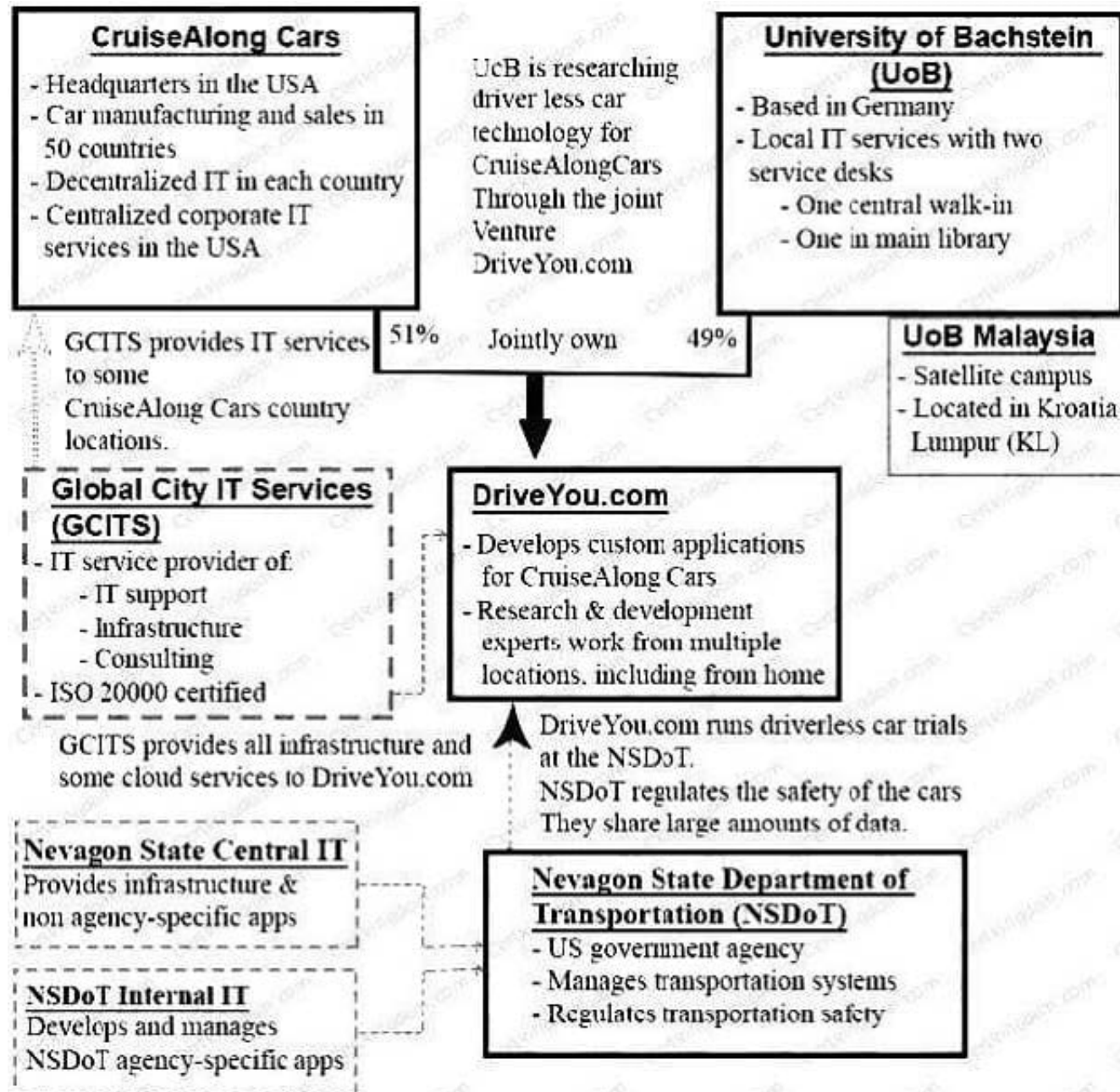D. Ability to resolve customer incidents quickly and effectively.

Correct Answer: C

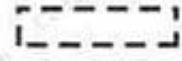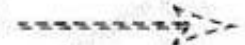**QUESTION 5**

See the Scenario for additional information.

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Legend

Organization	▭	IT service provider	⌐ - - - ⌐
Has ownership of	➡	Provides IT services to	·······▷
Provides services to	·····▶		

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What is the BEST way for best practice to be adapted to achieve the project goals?

A. Utilize the process flows already available in the ITSM toolset because this requires least rework and is the lowest cost option.

B. Use the best of the current processes from each country because costs will be reduced if the same solution is accepted by all of them.

C. Utilize the ITIL guidance as a framework for the new processes because this will improve support and achieve cost reduction.

D. Replace all current processes with fully ITIL aligned versions because this will allow easy automation to cut costs.

Correct Answer: C

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