



# ITILSC-OSA<sup>Q&As</sup>

ITIL Service Capability Operational Support and Analysis

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## QUESTION 1

### Scenario

Brewster is a toy factory that has been in business for 30 years. The company started with a small family run shop and has grown consistently over the years. They are now supplying toy stores nationwide and are considered to be the primary supplier of children's collectable novelty erasers.

Brewster's IT department is relatively small (currently 15 staff) but efficient. They have recently employed an IT Manager in an attempt to improve the management of the infrastructure, as well as more effective use of resources and identification of areas for improvement.

The Brewster's management teams do not have a lot of IT knowledge. The newly appointed IT Manager is very ITIL focused and wants to implement as many ITSM processes as is appropriate there are currently no formal processes in place. On starting with the company the IT Manager completed an internal assessment of the IT infrastructure including staff skills analysis, and collated the results from customer satisfaction surveys completed over the last 5 years.

The main areas of concern are as follows:

Responses from customer satisfaction survey:

Overall a consistent satisfaction level. However, responses completed during the past 12 months show an increase in customers who were unsatisfied with call waiting times when contacting the service desk for help with online orders and requests for information.

Customers added the following additional comments:

"Never get to speak to the same person twice when dealing with an Incident number, had to call several times to receive follow up on progress" "Some of the Service Desk staff seem under qualified to deal with my questions about new applications/incidents/service requests"

Results from Staff Skills Analysis:

Staff, in general, have a good knowledge of IT systems and a basic understanding of the business processes and objectives. However, staff are not well informed of upcoming releases of new or changed services and not given adequate information to relay to the customers.

Staff added the following additional comments:

"Communication between Service Operation departments has become inefficient - there are meetings for



the sake of meetings, but the important information we need to know to do our day to day jobs is lacking"

"I still don't know what half of the people do, that work in the IT department!"

Results from General IT Infrastructure assessment:

Lack of event monitoring and planning

Lack of input from Operational Support departments into Service Design Lack of skill and information

sharing across the Operational Support teams with regards to Incident, Problem, Workarounds and Known

Error data. Little to no proactive activities being carried out.

Refer to Scenario

Which of the following options would be the most effective option to address the issues identified from the

General IT Infrastructure assessment?

A. You decide to recommend implementation of the Event Management process to formalize the event monitoring, planning and overall management. Ensure that there is resource sharing between the Service Design teams and the Operational Support teams as their input is necessary to ensure services are designed that will work efficiently in the live environment. In addition, implement the Problem Management process at the same time, to ensure there are both reactive and proactive activities taking place with regards to Problems, a knowledge bank of information including known errors, workarounds, problems and incident records is produced and maintained.

B. You are not concerned with the lack of skill sharing between the Operational Support departments and Service Design as they are two separate entities of the Service Lifecycle with their own objectives. You are concerned, however, with the lack of skill sharing between the Operational Support teams and decide to formalize the 1st, 2nd and 3rd lines of support and recommend the adoption of a database that will incorporate all Incident records, Problem records, Known Error records, Workarounds and Event information, so that all staff can have access to and use this information.

C. You are not concerned with the lack of skill sharing between the Operational Support departments and Service Design as they are two separate entities of the Service Lifecycle with their own objectives. You are concerned, however, with the lack of Event monitoring and planning and foresee this as being a potential major issue. You decide to recommend implementation of the Event Management process to formalize the event monitoring, planning and overall management. Ensure that there is resource sharing between the Service Design teams and the Operational Support teams as their input is necessary to ensure services are designed that will work efficiently in the live environment.

D. Implement the Problem Management process, to ensure there are both reactive and proactive activities taking place with regards to Problems, a knowledge bank of information including known errors, workarounds, problems and incident records is produced and maintained. Once this process is established, working efficiently and staff have become more accustomed to this new way of working, use this success to recommend the implementation of the Event Management process.

Correct Answer: A

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## QUESTION 2

Scenario

Vericom is a leading provider of government, business and consumer telecommunication services, and is

currently seeking ways in which to improve its utilization of IT services to drive growth across its



multiple lines of business. One of the largest organizations in the United Kingdom, Vericom is comprised of the following business units:

Verinet (providing ADSL, cable, 3GSM, dialup and satellite services) Infrastructure Services (planning, installing and maintaining the PSTN and mobile network infrastructure)

VericomTV (Pay TV)

Consumer Sales and Marketing (including 400 Vericom retail outlets) Business and Government

Finance and Administration

Information Technology Services (Shared Service Unit, however some business units also have their own internal service provider) Human Resources

Vericom Wholesale (for wholesale of Vericom infrastructure services)

Due to the extensive scope of infrastructure deployed and large employee and customer base, Vericom continues to rely on legacy systems for some critical IT services; however this is seen as a barrier to future organizational growth and scalability of services offered. The CIO of Vericom has also raised the concern that while improvements to the technology utilized is important, this also needs to be supported by quality IT Service Management practices employed by the various IT departments.

The project of improving the IT Service Management practices employed by Vericom has been outsourced to external consultants who are aware of the major IT refresh that is going to be occurring over the next 24 months.

Refer to the scenario.

The Verinet business unit which provides internet services is currently facing increased competition from other Internet Service Providers seeking to entice Verinet customers away with offerings such as free VOIP (voice over internet protocol) and Naked DSL (unconditioned local loop). To combat this, Verinet wishes to develop a new marketing campaign highlighting the high quality and availability of services offered. Before this occurs, the Service Manager within Verinet (who has previously implemented ITIL in other organizations) had recommended implementing Event Management to assist in the continued ability for providing high quality, highly available internet services to the UK population. She has been faced by some resistance, who believe that it is not required as Capacity, Availability, Incident and Problem Management have already been implemented.

Which of the following would be the BEST response to the Verinet directors in describing the benefits of introducing Event Management to Verinet?

A. The implementation of Event Management to complement existing ITIL processes within Verinet will have a number of significant benefits. The value to the business of implementing the process is directly seen by the following benefits:  
Improved speed for Incident and Problem Management for identifying and analyzing the cause and potential effect  
Improved ratio of used licenses against paid for licenses  
Percentage re-use and redistribution of underutilized assets and resources  
Improved alignment between provided maintenance and business support  
Improvement in maintenance scheduling and management for CIs

B. The implementation of Event Management to complement existing ITIL processes within Verinet will have a number of significant benefits. The value to the business of implementing the process is generally indirect, but would support an enhanced ability to provide high quality and high availability internet services by: Providing mechanisms for the early



detection of incidents and problems before they impact customers Notify the appropriate staff of status changes or exceptions that so that they can respond quickly Providing a basis for automated operations, increasing efficiency and allowing human resources within Verinet to be better utilized Providing improved visibility as to the events and interactions that occur within the IT infrastructure Providing performance and utilization information and trends that can be used for improved capacity planning and system design

C. The implementation of Event Management to complement existing ITIL processes within Verinet will have a number of significant benefits. The value to the business of implementing the process is generally indirect, but would support an enhanced ability to provide high quality and high availability internet services by: Providing mechanisms for the early detection of incidents and problems before they impact customers Developing capabilities for the monitoring of critical components of the IT infrastructure for disruptions or breach of utilization thresholds Automating the notification of key staff when exception events occur Providing improved visibility as to the events and interactions that occur within the IT infrastructure Reducing the time requirements of manual activities performed by IT staff as part of preventative maintenance.

D. The implementation of Event Management to complement existing ITIL processes within Verinet will have a number of significant benefits. The value to the business of implementing the process is directly seen by the following benefits: Reduced SLA breaches Reduced times required for diagnosis and root-cause analysis of problems Reducing ratio of high priority incidents Reduced Mean Time to Restore (MTTR) for incidents Improved availability levels Improved delivery of capacity and performance, with fewer capacity related incidents.

Correct Answer: B

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### QUESTION 3

There have been multiple incidents recorded by the Service Desk. It appears that the network is congested due to multiple connections.

What kind of actions should the Service Desk analyst take in this instance?

- A. They should ask the Capacity Manager to expand the capacity of the network
- B. They should ask the Problem Manager to look into the problem right away
- C. They should ask the Security Manager to check whether too many authorizations may have been issued.
- D. They should ask the Service Level Manager to revise the Service Level Agreements (SLA) with a decreased availability target

Correct Answer: B

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### QUESTION 4

What is the difference between a Known Error and a Problem?

- A. The underlying cause of a Known Error is known. The underlying cause of a Problem is not known
- B. A Known Error involves an error in the IT infrastructure, A
- C. Problem does not involve such an error.
- D. A Known Error always originates from an Incident. This is not always the case with a Problem



E. With a Problem, the relevant Configuration Items have been identified. This is not the case with a Known Error.

Correct Answer: A

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#### QUESTION 5

Which of the following is NOT an objective of Service Operation?

- A. Thorough testing, to ensure that services are designed to meet business needs
- B. To deliver and support IT Services
- C. To manage the technology used to deliver services
- D. To monitor the performance of technology and processes

Correct Answer: A

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