ITILSC-OSA$^{Q\&As}$

ITIL Service Capability Operational Support and Analysis

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QUESTION 1

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

QUESTION 2

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

QUESTION 3

Scenario

Vericom is a leading provider of government, business and consumertelecommunication services, and is

currently seeking ways in which toimprove its utilization of IT services to drive growth across its\\'

multiplelines of business. One of the largest organizations in the UnitedKingdom, 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 retailoutlets) 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 infrastructureservices)

Due to the extensive scope of infrastructure deployed and largeemployee and customer base, Vericom

continues to rely on legacysystems for some critical IT services; however this is seen as abarrier to future

organizational growth and scalability of servicesoffered. The CIO of Vericom has also raised the concern

that whileimprovements to the technology utilized is important, this also needsto be supported by quality IT Service Management practicesemployed by the various IT departments. The project of improving the IT Service Management practicesemployed by Vericom has been outsourced to external consultantswho are aware of the major IT refresh that is going to be occurringover the next 24 months.

Refer to the scenario.

Discussions have recently been held regarding the performance ofthe Incident and Problem Management. There has been someconfusion among IT managers as to what metrics demonstrate thequality and performance of these two processes.

From the options below, which represents the best range ofmeasures for evaluating the success of Incident and ProblemManagement?

Incident Management	Problem Management
• Percentage of incidents resolved at first contact • The number of incidents recorded due to event correlation • Number and percentage of incidents grouped by category • Number of incidents incorrectly categorized • Improved availability of services • Customer satisfaction • Number of incidents requiring a reset of access rights • Average time second line groups to respond • Percentage of calls that bypass first line (Service Desk)	• The number of problems grouped by status • Improved delivery of capacity and performance, with fewer capacity related incidents • The number of RFCs created by Problem Management • The percentage of incidents resolved at first contact • The average time to resolve incidents • The average time to close problems • Improved availability levels • Improved detection of system events

A.

Incident Management	Problem Management
• Percentage of incidents resolved at first contact • The number of incidents recorded due to event correlation • Number and percentage of incidents grouped by category • Number of incidents incorrectly categorized • Customer satisfaction • Number of incidents requiring a reset of access rights • Average time second line groups to respond • Percentage of calls that bypass first line (Service Desk) • Resources used for managing incidents (grouped by priority)	• The number of problems grouped by status • Improved availability levels • The number of RFCs created by Problem Management • The percentage of incidents resolved at first contact • The average time to perform root cause analysis of problems • The average time to resolve incidents • The average time to close problems • Reduced SLA breaches

B.

Incident Management	Problem Management
• The number of problems grouped by status • The number of RFCs created by Problem Management • The number of workarounds developed for Known Errors and incidents • The percentage of incidents resolved at first contact • The average time to resolve incidents • The average time to close problems • Customer satisfaction levels • Average costs for solving problems • Number and percentage of problems that were resolved within SLA limits • The number of major problem reviews conducted	• Percentage of incidents resolved at first contact • Average call time with no escalation • Percentage of incidents resolved within agreed timeframes • Average time to resolve incidents • Number and percentage of incidents grouped by category • Percentage of incidents incorrectly categorized • Number of incidents linked to existing problem records • Customer satisfaction • Average time second line groups to respond • Percentage of calls that bypass first line (Service Desk) • Cost per incident • Resources used for managing incidents (grouped by priority)

C.

Incident Management	Problem Management
• Percentage of incidents resolved at first contact • Average call time with no escalation • Percentage of incidents resolved within agreed timeframes • Average time to resolve incidents • Number and percentage of incidents grouped by category • Percentage of incidents incorrectly categorized • Number of incidents linked to existing problem records • Customer satisfaction • Average time second line groups to respond • Percentage of calls that bypass first line (Service Desk) • Cost per incident • Resources used for managing incidents (grouped by priority)	• The number of problems grouped by status • The number of RFCs created by Problem Management • The number of workarounds developed for Known Errors and incidents • The percentage of incidents resolved at first contact • The average time to resolve incidents • The average time to close problems • Customer satisfaction levels • Average costs for solving problems • Number and percentage of problems that were resolved within SLA limits • The number of major problem reviews conducted

D.

Correct Answer: D

QUESTION 4

Technical Management is NOT responsible for?

A. Maintenance of the technical Infrastructure

B. Documenting and maintaining the technical skills required to manage and support the IT Infrastructure

C. Defining the Operational Level Agreements for the various technical teams

D. Diagnosis of, and recovery from, technical failures

Correct Answer: C

QUESTION 5

Scenario

Vision Media is an international media organization, operating variouslines of business including:

Film Production Television (production and delivery of their own channel in the United States VisionOne) Print media (including newspapers in 15 countries) Online Advertising

The organization has recently been restructured, and now iscomprised of the following companies and departments:

Vision Films (production of movies and television shows) VisionOne (television channel) VisionNews (coordinates all of the sub-companies involved in the delivery of printed newspapers, as well as being the centralized source of news information for all company owned media outlets) VisionNet (managing the online and internet businesses) Legal Services Finance and Administration Human Resources Information Technology

The organization is also actively pursuing growth in the online market,and is currently holding discussions with the leading online newsprovider about the possible acquisition of their company. This wouldincrease the overall size of Vision Media by around 15%.

The Information Technology department acts as a Shared ServiceUnit, providing IT Services to all of sub-companies and departments,which complement some of the Internal Service Providers that alsoexist. The director of Information Technology has realized the need toimprove the quality of services offered by implementing ITIL, and hasdecided to do so using a phased approach. Some of the ServiceDesign and Service Transition processes have already beenimplemented, and they are now planning the implementation ofService Operation.

While the IT director does have tentative support from the otherdirectors and CEO, budgets for implementing the Service Operationprocesses have not been finalized, and still require a business caseto be formally submitted.

There is some confusion as to how the process of AccessManagement should be designed. In particular, there is debate as tohow the process should be integrated into the overall approach of ITService Management within Vision Media. The IT director has askedfor submissions from some of her staff, describing how they thinkAccess Management should be designed.

Which of the following submissions describes the most appropriateway in which to design and implement Access Management withinVision Media?

A. The design of a quality Access Management process will need toconsider the current state of IT Service Management that exists withinthe IT department, as well as the organizational requirements ofVision Media in general. This will require interfaces to be createdwith: Information Security Management: Which is responsible forthe development and renewal of security policies, guidelinesand procedures, which are then executed by AccessManagement Service Level Management: Which is responsible defining thecustomer requirements for access to IT services Request Fulfillment: Access Management will often betriggered by Service Requests, taken by the Service Desk orsubmitted using automated and self-help mechanisms Change Management: Request for Changes (RFCs) will ofteninvolve modification of access rights Demand Management: Which will provide information as tothe patterns of business that will generate requests foraccess. Outside the scope of IT Service Management, some of the interfacesthat will also need to be created are: Human Resources: So that effective (and automated)communication exists to assist in the creation, modification,removal and audit of access rights. General: Direct requests from department managers Requests for enabling increased access for VIP staff

B. The design of an efficient Access Management process will need toaccount for the existing IT Service Management

processes alreadyimplemented within the IT department, as well as the HumanResource requirements of Vision Media in general. This will requireinterfaces to be created with: Information Security Management: Which is responsible forthe development and renewal of security policies, guidelinesand procedures, which are then executed by AccessManagement Capacity Management: Which is responsible for the design ofsystems and infrastructure, which are in turn supported byAccess Management Knowledge Management: Each Knowledge base will requirevarious levels of access to be defined and enforced. Change Management: Request for Changes (RFCs) will ofteninvolve modification of access rights Demand Management: Which will provide information as tothe patterns of business thatwill generate requests foraccess Outside the scope of IT Service Management, some of the interfaces that will also need to be created are: Legal Services: So that the Legal department can verify the request for access is appropriate and lawful. ?General: Direct requests from department managers Requests for enabling increased access for VIP staff

C. It is important that the implementation of Access Managementconsiders a number of key interfaces with existing IT ServiceManagement processes, as well as other business processes, toensure success and satisfaction of its defined objectives. Thisincludes: Information Security Management: Which is responsible forthe development and renewal of security policies, guidelinesand procedures, which are then executed by AccessManagement Availability Management: Which is responsible for the designof security systems and infrastructure, which are in turnsupported by Access Management Request Fulfillment: Access Management will often betriggered by Service Requests, taken by the Service Desk orsubmitted using automated and self-help mechanisms Change Management: Request for Changes (RFCs) will ofteninvolve modification of access rights Configuration Management: Which can be used to recordrelationships between users and systems they can access. Outside the scope of IT Service Management, some of the interfaces that will also need to be created are: Human Resources: So that effective (and automated) communication exists to assist in the creation, modification, removal and audit of access rights. General: Direct requests from department managers Requests for enabling restricted access to contractorsand external suppliers

D. Access Management will need to be implemented in isolation fromexisting IT Service Management processes already in place at VisionMedia so that its\\' integrity can be ensured. The only exception to thisis Information Security Management, which is responsible for thedevelopment and renewal of security policies, guidelines andprocedures. Access Management uses these as formal inputs, whichare then executed accordingly.

Correct Answer: C

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