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ITIL Practitioner Certification - IT Service Management

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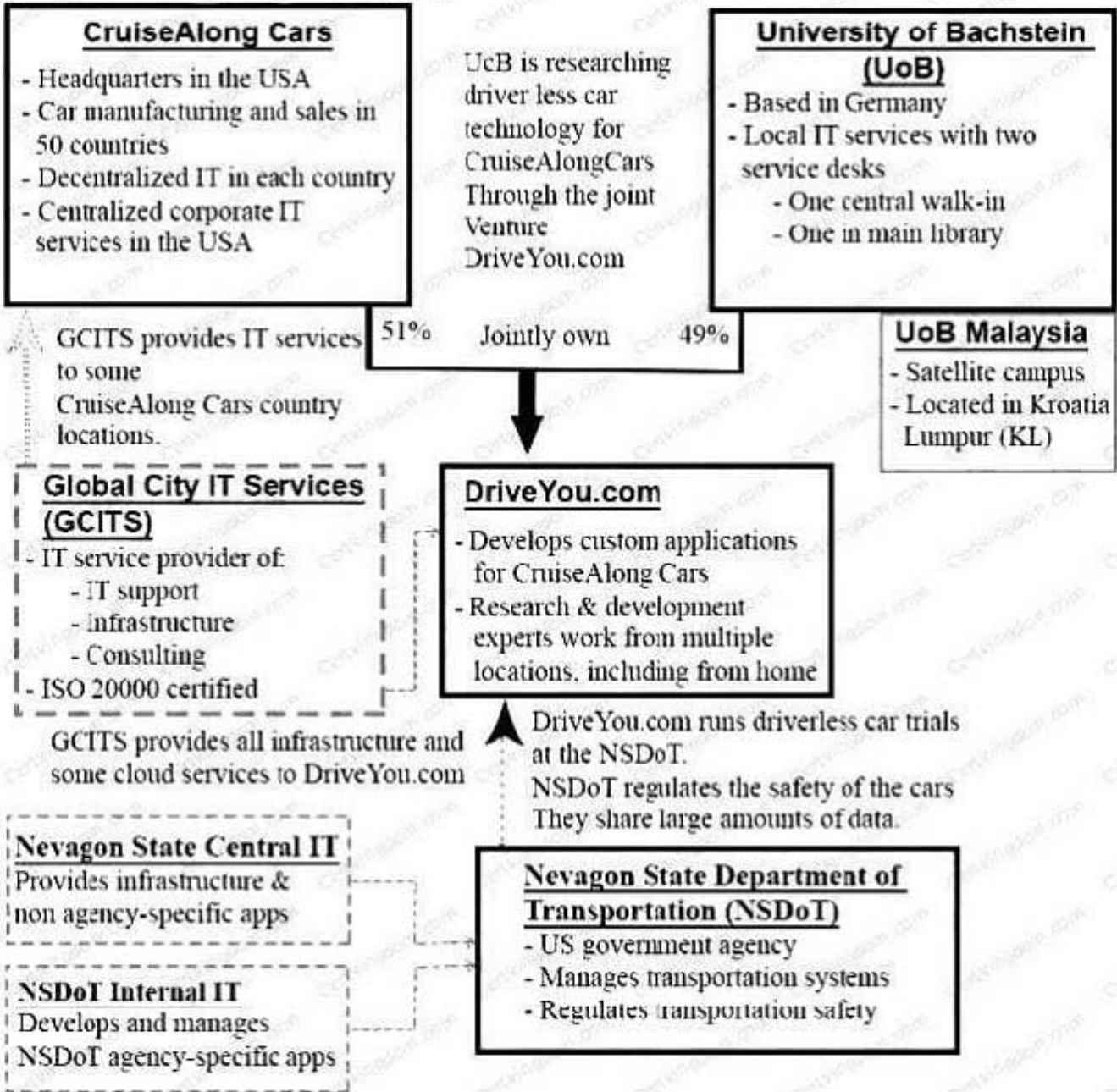


**QUESTION 1**

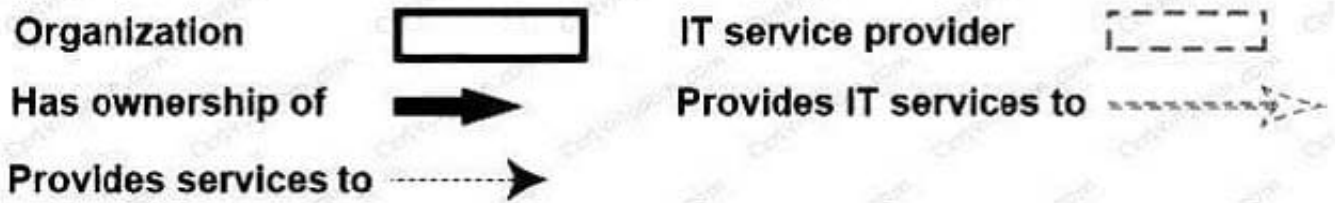
See the scenario for additional informational.

**Scenario:**

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**Legend**



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Which KPI is the MOST appropriate?

A. Customer satisfaction with mobile services is higher than 90%.

- B. Network availability for mobile services is maintained at 99.6%.
- C. Incident turnaround time for mobile services is improved by 15%.
- D. Cost per incident for mobile services is within 2% of target

Correct Answer: A

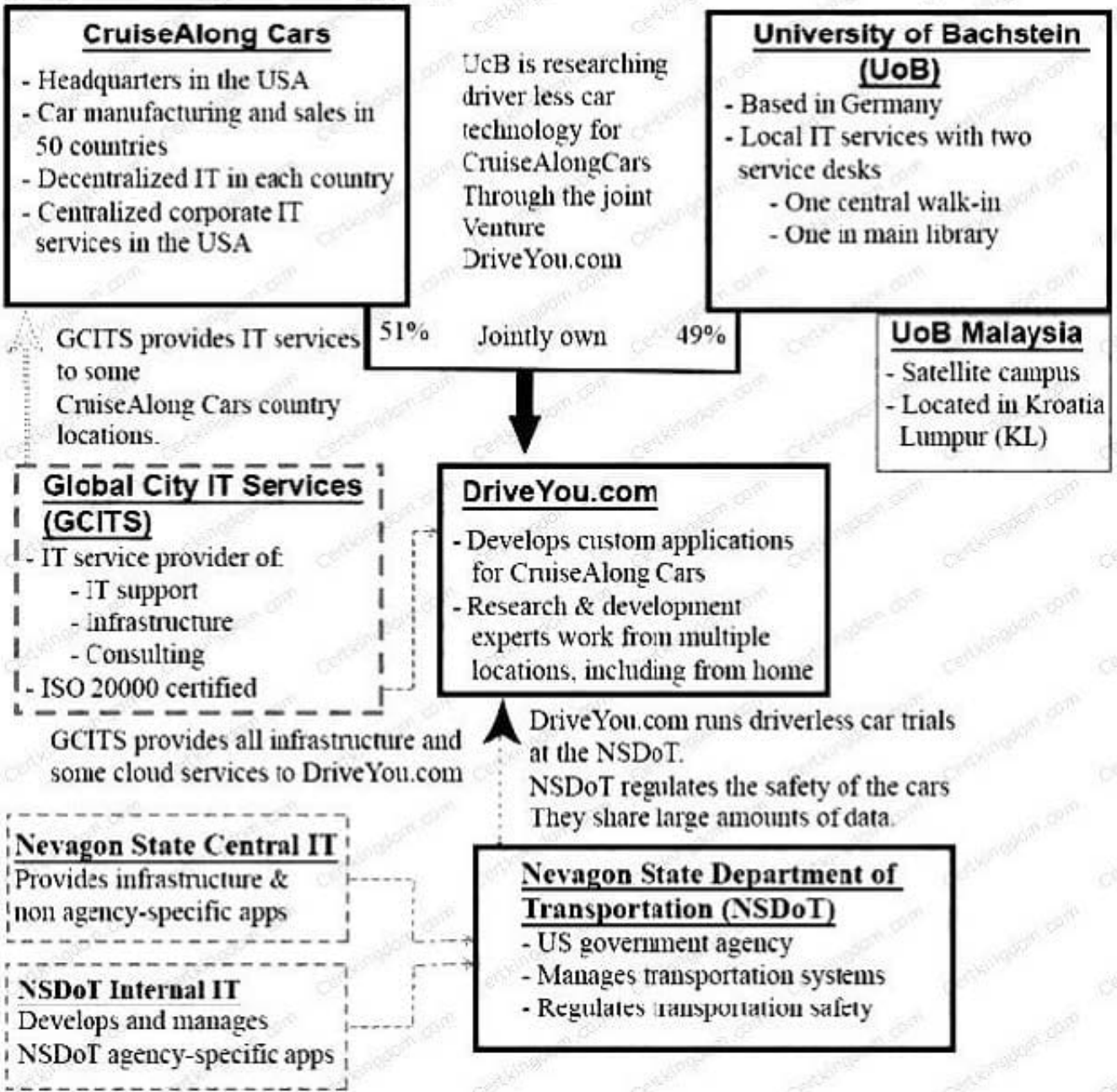
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## QUESTION 2

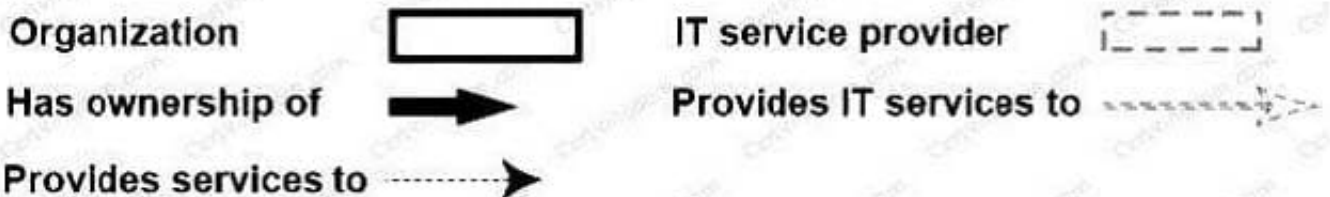
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KPIs
<b>25% reduction in security audit compliance failures for the mobile service over the last year</b>
<b>50% reduction in the number of mobile service related incidents over the last three months</b>

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.

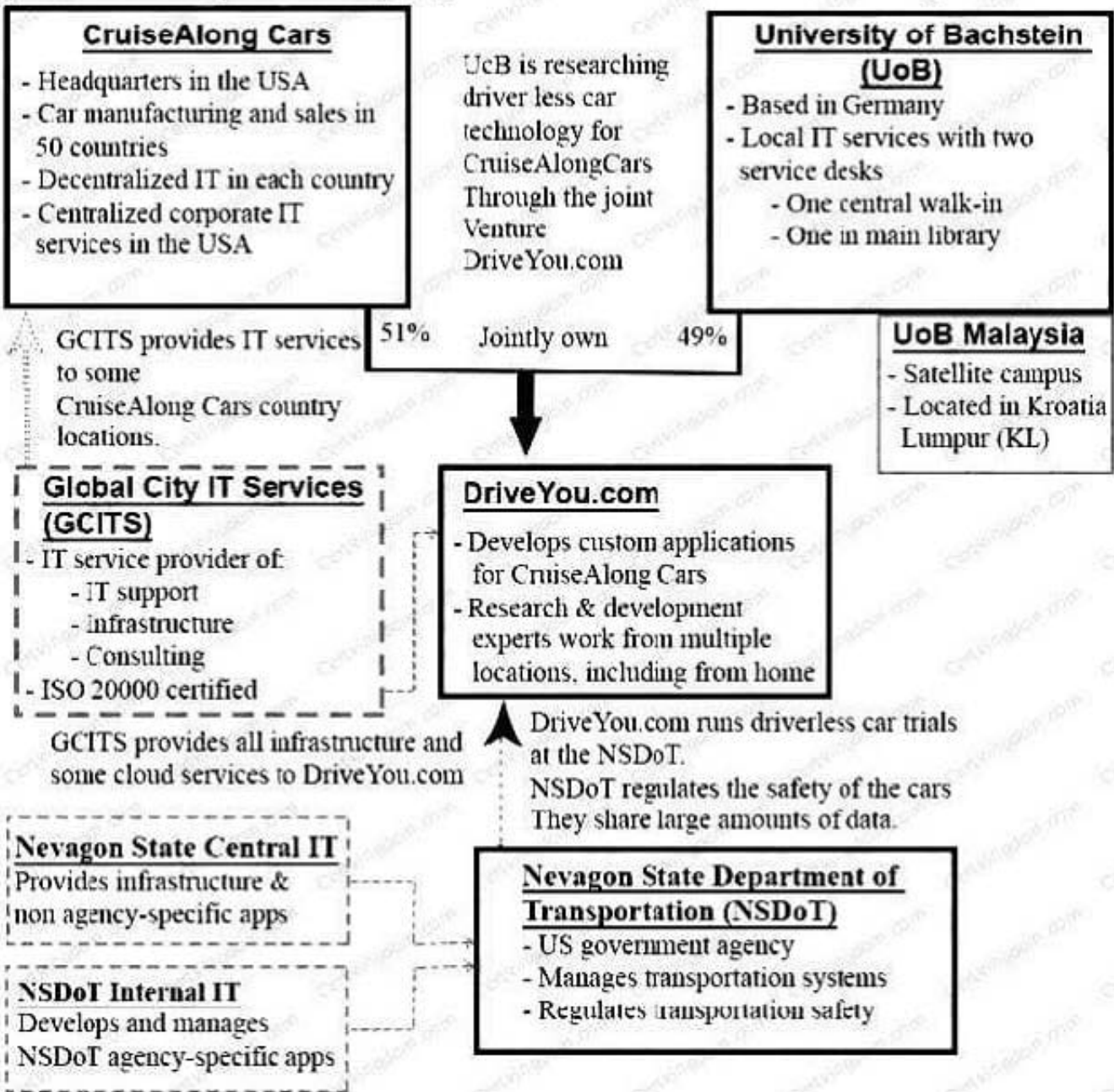
- C. Yes, they are SMART KPIs.
  - D. No, because one of them is not measurable
- Correct Answer: C

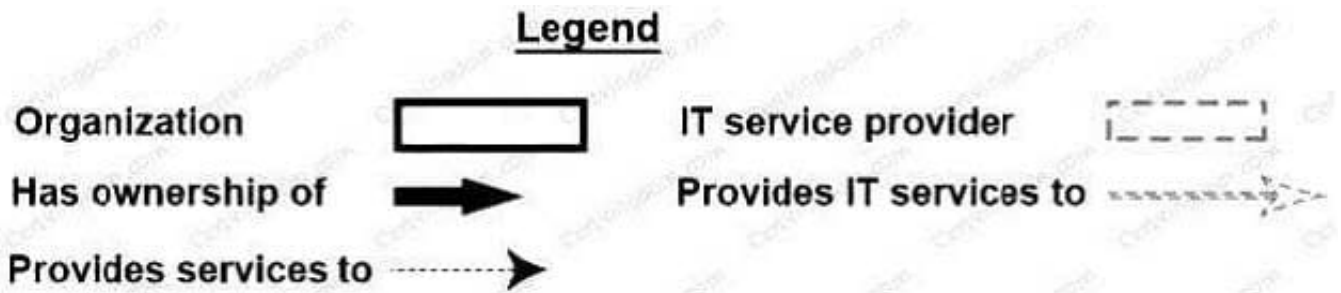
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Which are the BEST two outputs of the assessment?



	Outputs
a)	Customer satisfaction; Process maturity of incident management and request fulfilment
b)	Process metrics; Organizational maturity of CruiseAlong Cars business units
c)	Customer satisfaction; Change readiness of CruiseAlong Cars IT departments
d)	Process metrics; SWOT analysis of all service management processes

- A. Customer satisfaction; Process maturity of incident management and request fulfilment
- B. Process metrics; Organizational maturity of CruiseAlong Cars business units
- C. Customer satisfaction; Change readiness of CruiseAlong Cars IT departments
- D. Process metrics; SWOT analysis of all service management processes.

Correct Answer: B

**QUESTION 4**

Which is an example of using the communication principle 'timing and frequency matter'?

- A. Repeating a training video in a variety of languages because there are staff in different countries.
- B. Creating a multi-media briefing to update all staff on major changes to organizational structure.
- C. Repeating a presentation to allow for the hours of work in a global organization.
- D. Creating a targeted bulletin that allows different staff groups to feedback on improvement opportunities.

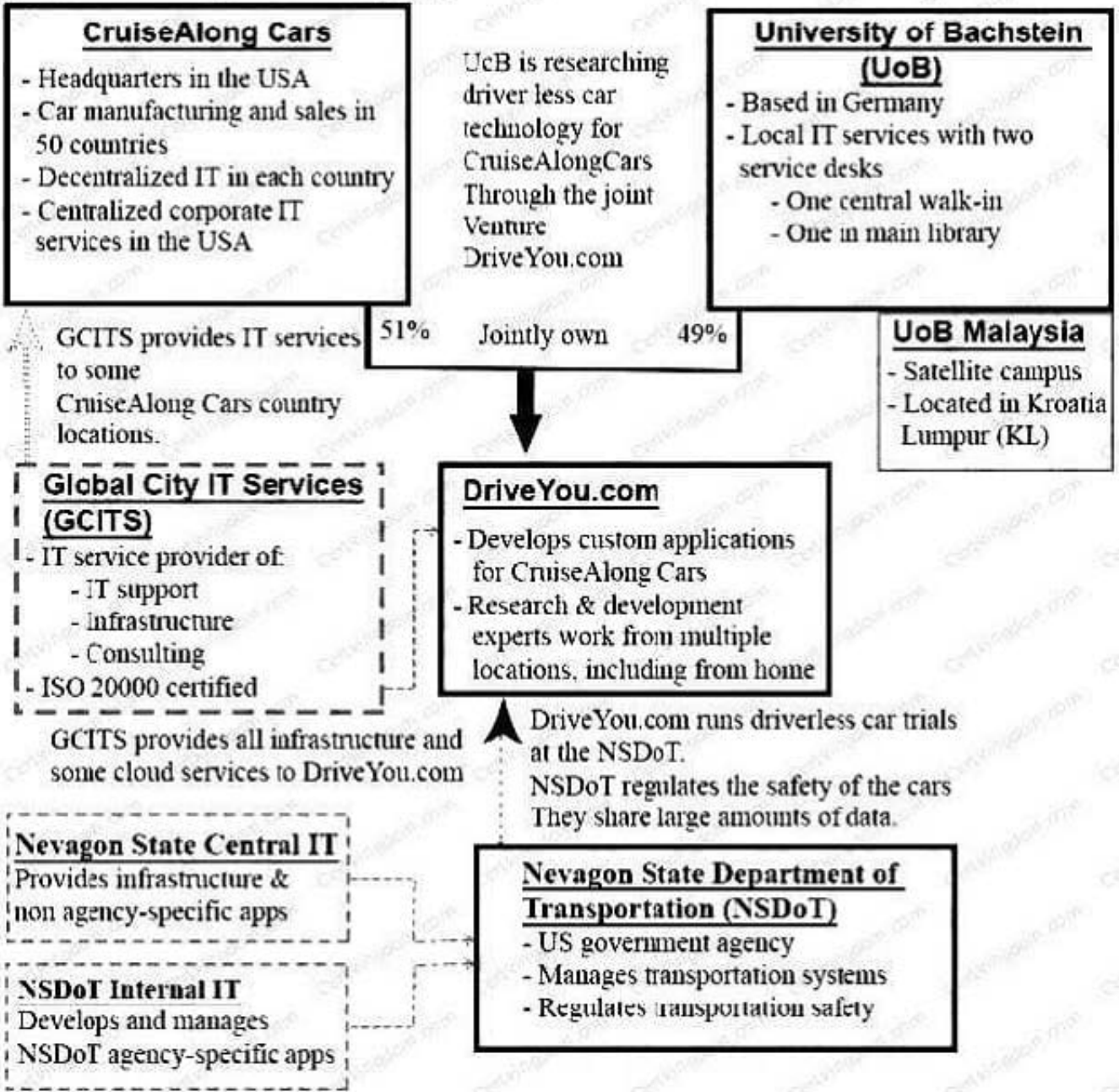
Correct Answer: D

**QUESTION 5**

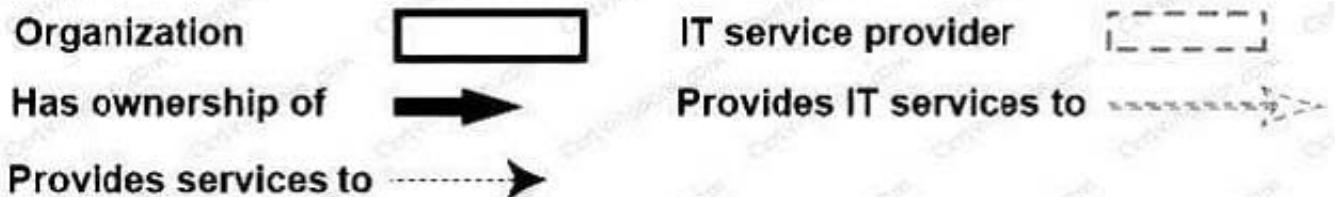
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Which is the BEST way for a new BRM at the UoB to understand their customers` needs?

- A. Run a workshop to define the structure and value of IT services.
- B. Visit each customer in their normal place of work to see what they do.
- C. Issue a detailed questionnaire to all customers to discover their expectations.
- D. Establish current performance levels and match the new service to them.

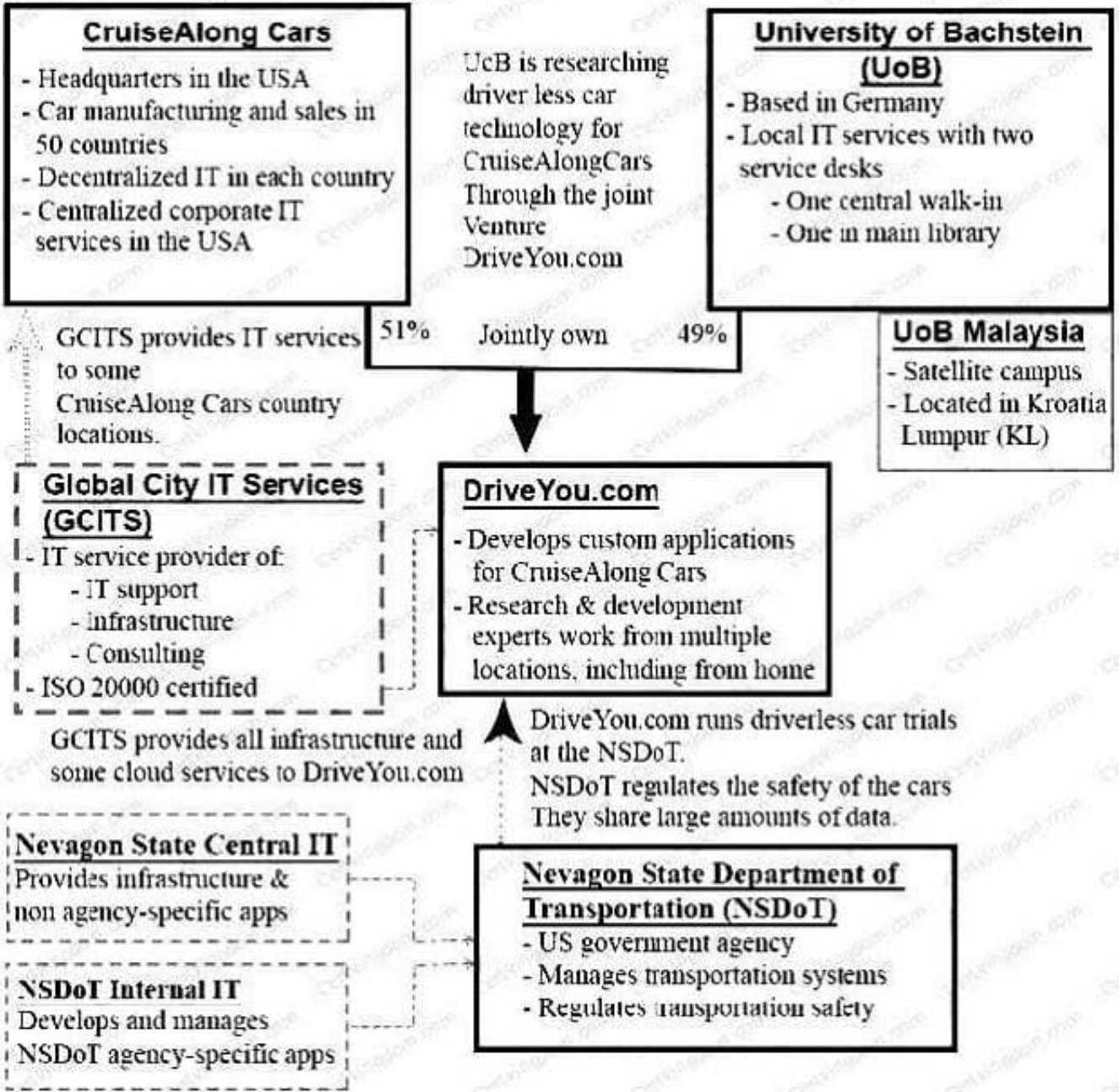
Correct Answer: D

## QUESTION 6

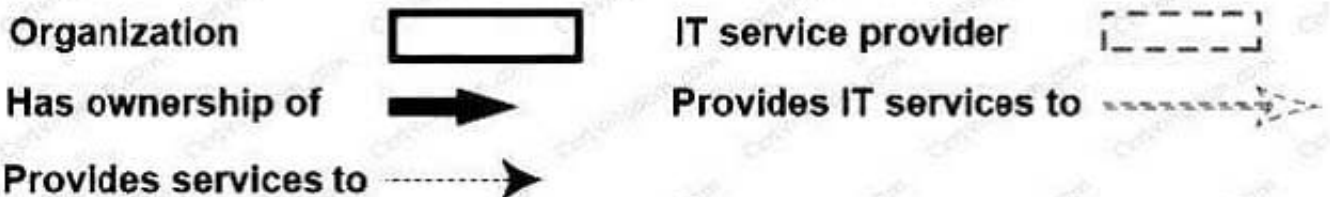
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Which row of information BEST supports the business case?

A. Key stakeholders: Central IT CIO Selected country CIOs Baseline value: Time taken to produce weekly reports = 1 day Expected result: Time taken to produce weekly reports = 0.5 day

B. Key stakeholders: Central IT CIO All country CIOs Baseline value: Number of incorrectly categorized incidents per month = 50 Expected result: Number of incorrectly categorized incidents per month = 30

C. Key stakeholders: Central IT CIO Selected country CIOs Baseline value: Total IT headcount = 470 Expected result: Total IT headcount = 500

D. Key stakeholders: Central IT CIO All country CIOs Baseline value: Average cost per incident = \$12.50 Expected result: Average cost per incident = \$9.00

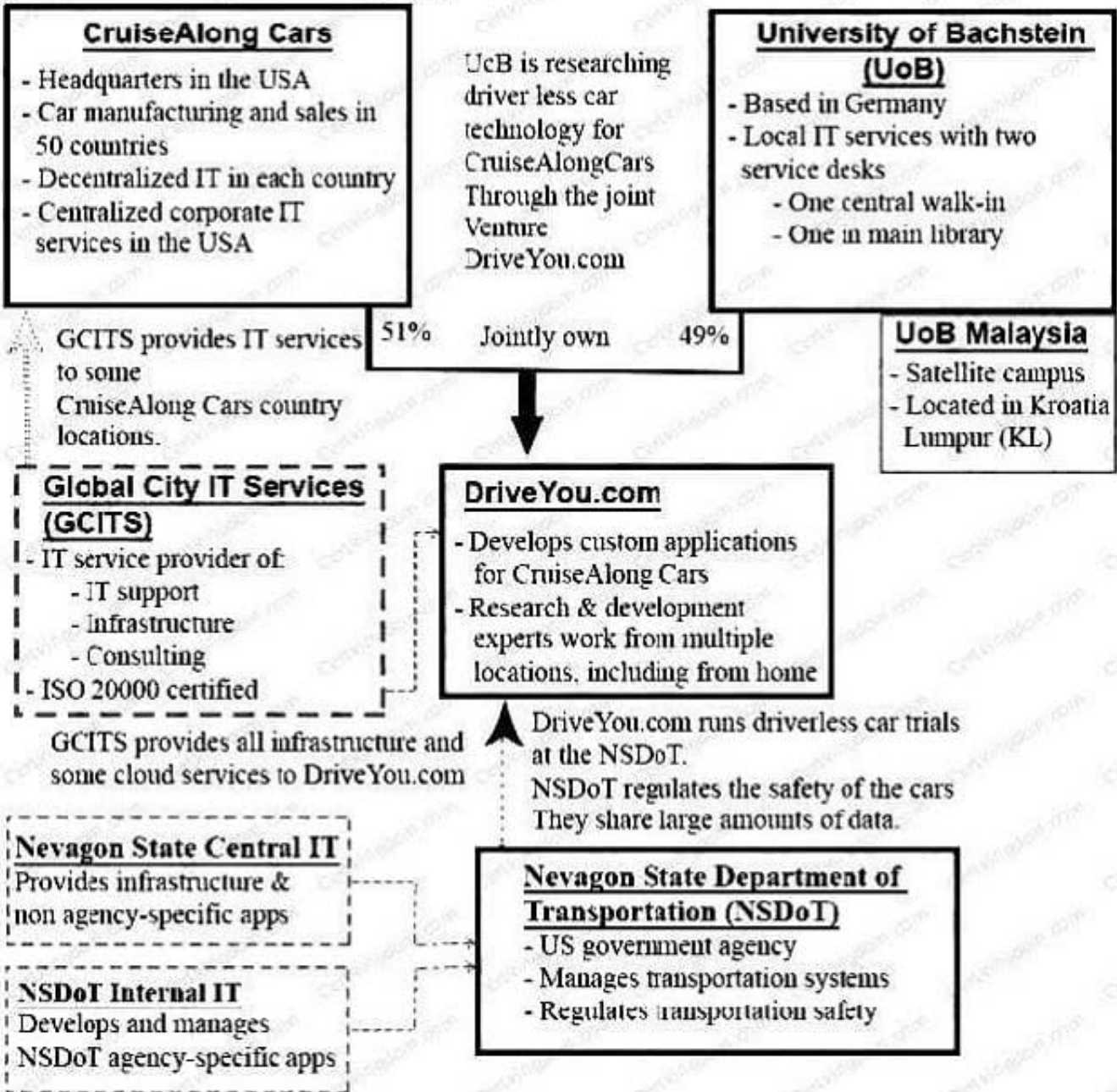
Correct Answer: D

**QUESTION 7**

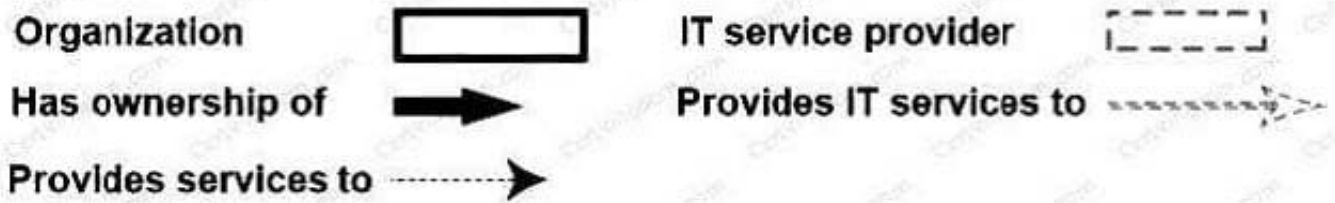
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Which two KPIs are BEST to underpin this CSF?

	<b>KPIs</b>
<b>1</b>	<b>Increased end-to-end availability of the new mobile technology</b>
<b>2</b>	<b>Improved senior executive satisfaction at incident closure</b>
<b>3</b>	<b>Reduction in costs for the provision of mobile services</b>
<b>4</b>	<b>Improved availability of servers within the data centre</b>

A. 1 and 2.

B. 2 and 3.

C. 3 and 4.

D. 1 and 4.

Correct Answer: A

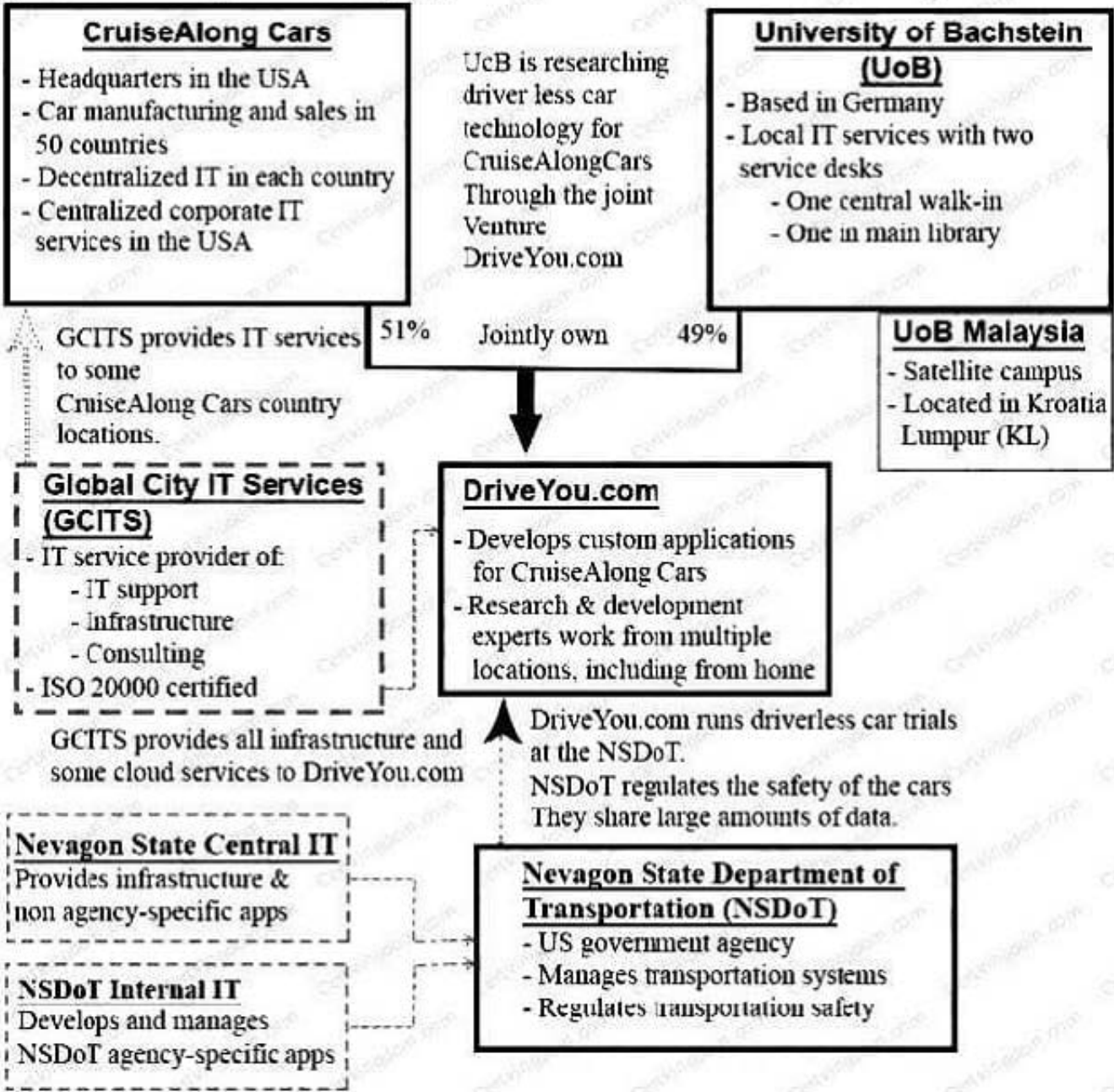
**QUESTION 8**

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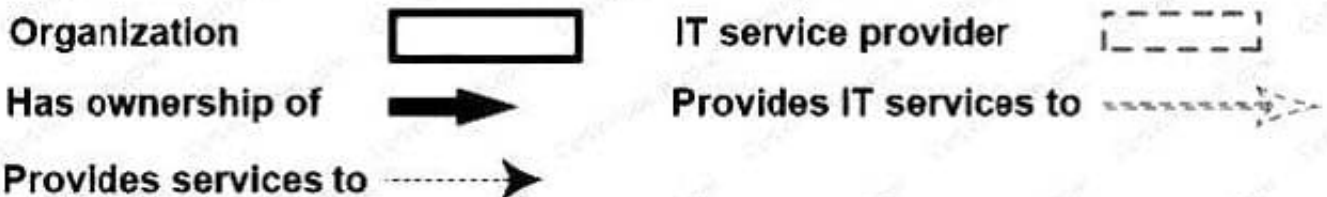


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countries. Each country has its own IT organization, with some central corporate IT services provided by the US parent company. In some countries CruiseAlong Cars has outsourced infrastructure and service desks. The largest IT supplier is Global City IT Services (GCITS). In two countries GCITS provides CruiseAlong Cars with full outsourced services. They also provide selected services in other countries.

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 Nevagong State Department of Transportation (NSDoT) NSDoT is a government agency in the US state of Nevagong, 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 Nevagong State central IT department. CruiseAlong Cars is planning to improve the provision and support of IT services for senior executives who travel. They will deploy new mobile technology to enhance the user experience. They will also improve the incident management and request fulfilment processes and standardize these across service desks. They are taking an iterative approach and have released the first iteration of improvements. A project manager has been appointed for this improvement initiative. The project manager is trying to understand the current level of service provided to senior executives.

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.

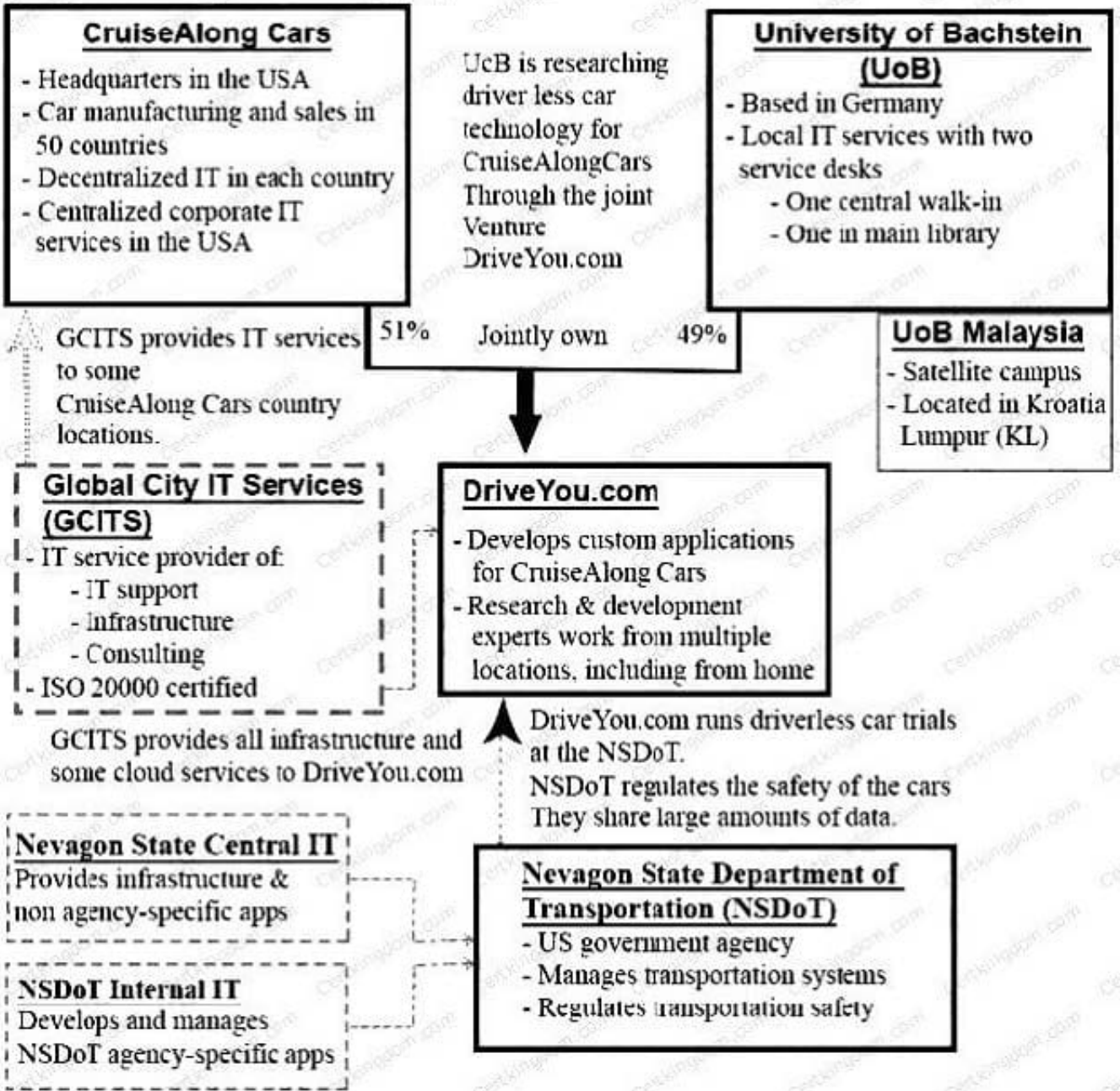
Correct Answer: C

## QUESTION 9

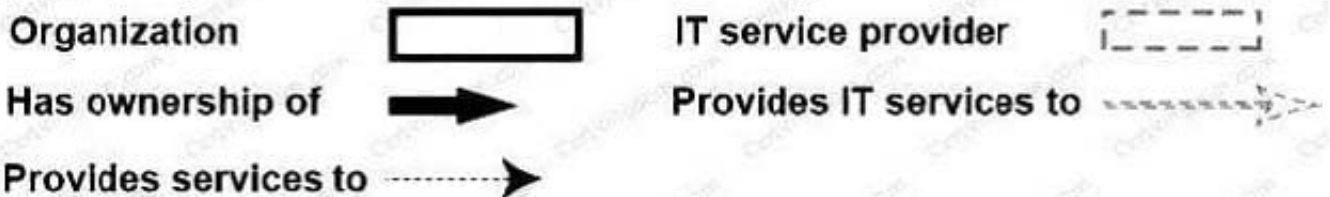
See the Scenario for additional information.

**Scenario:**

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



**Legend**



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What is the BEST way to communicate with key stakeholders, and at which step of the CSI approach?

- A. During `where are we now?` send an email to all IT country organizations describing the benefits of the project and inviting them to contribute.
- B. During `where are we now?` send an email to a selection of IT country organizations, requesting their involvement in the project.
- C. During `where do we want to be?` send an email to all IT country organizations describing the benefits of the project and inviting them to contribute.
- D. During `where do we want to be?` send an email selection of IT country organizations, requesting their involvement in the project.

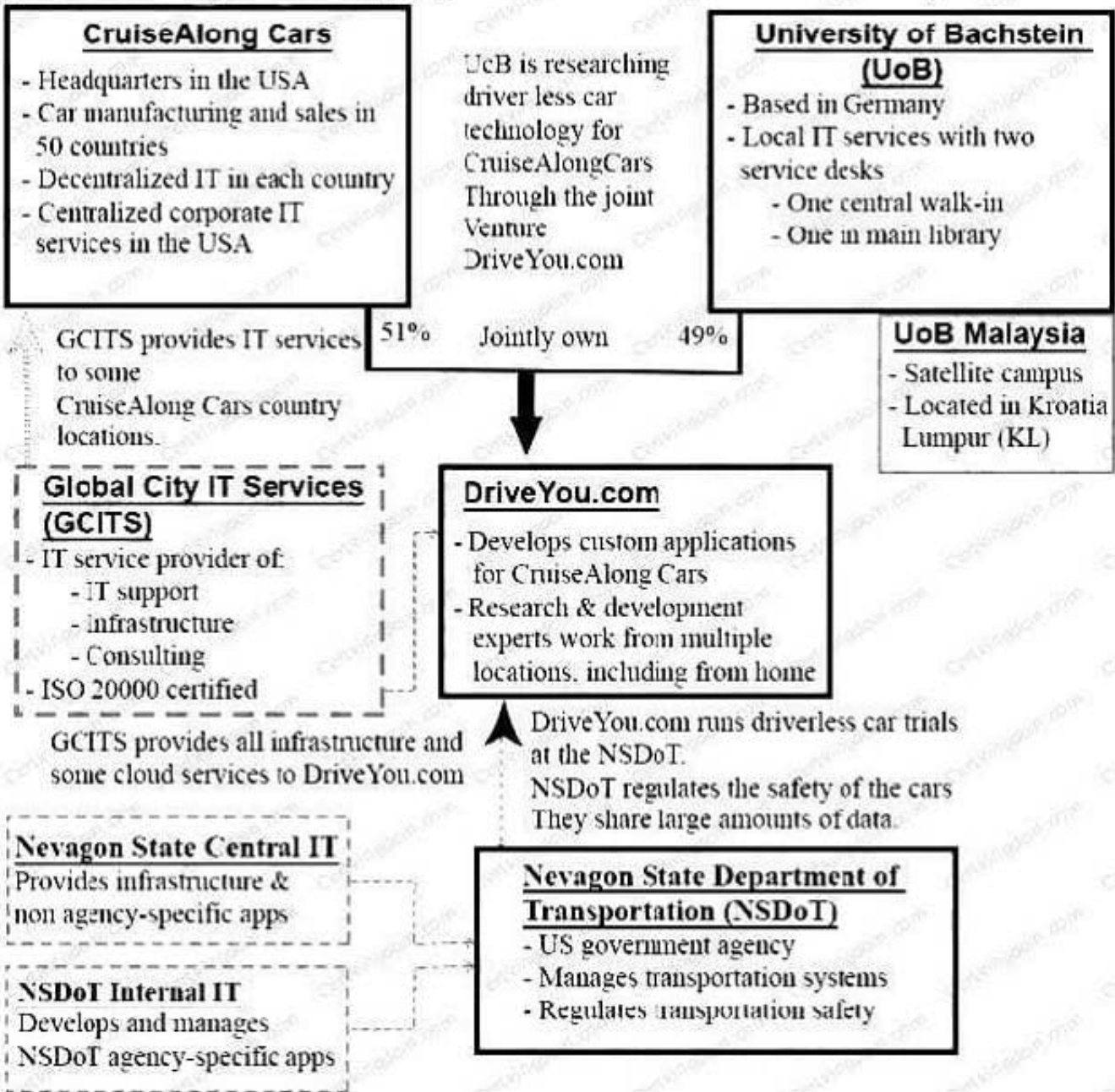
Correct Answer: B

**QUESTION 10**

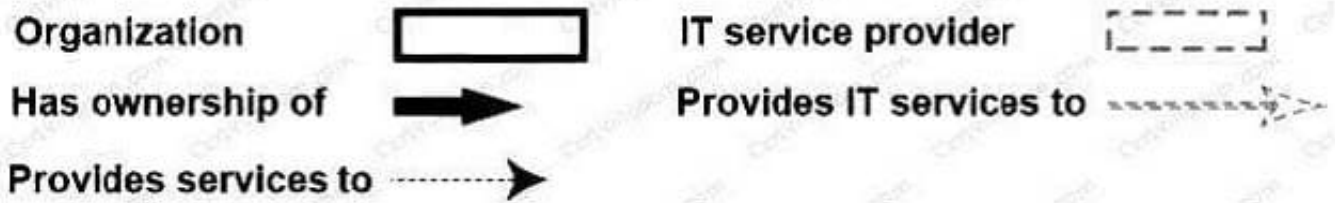
See the scenario for additional informational.

**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. GCITS have a major audit coming up to verify continued compliance to the ISO/IEC 20000 standard. In preparation for the audit, they are conducting a series of internal audits. GCITS has grown through acquisition. The latest acquisition, Optimolv, does not comply with ISO/IEC 20000. Optimolv has a number of process improvements that need to be implemented to attain compliance. GCITS has six months to ensure that Optimolv is compliant. The project manager is designing a resistance management plan for Optimolv IT staff.

Which is the BEST `what`s in it for me?` statement?

- A. "I am part of an important company initiative".
- B. "I can use the opportunity to learn valuable new skills".

C. "Optimsolv gets ISO/IEC 20000 certification".

D. "GCITS achieves its corporate goals".

Correct Answer: B

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