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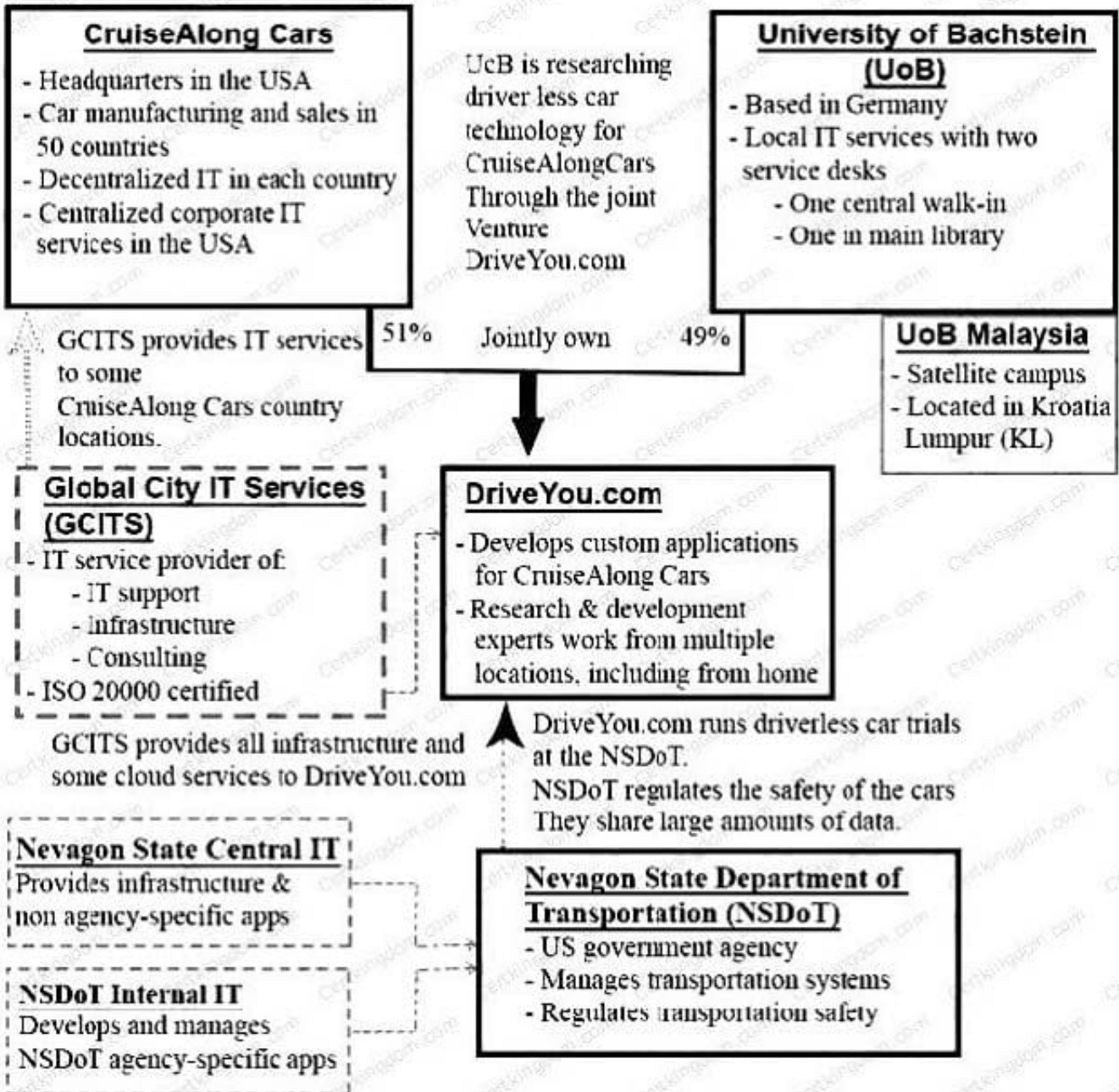


QUESTION 1

See the Scenario for additional information.

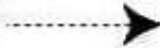
Scenario:

(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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	Metric
1	Average number of incidents resolved per agent per day
2	% of time that mobile users can send and receive emails
3	% availability of mobile access servers
4	Average cost of resolving incidents
5	Mean time between failure of mobile devices
6	Length of time to provide senior executives with new mobile device

Which set of metrics provides a suitable balance?

- A. 1, 3 and 4.
- B. 1, 5 and 6.
- C. 2, 3 and 5
- D. 2, 4 and 6

Correct Answer: C

QUESTION 2

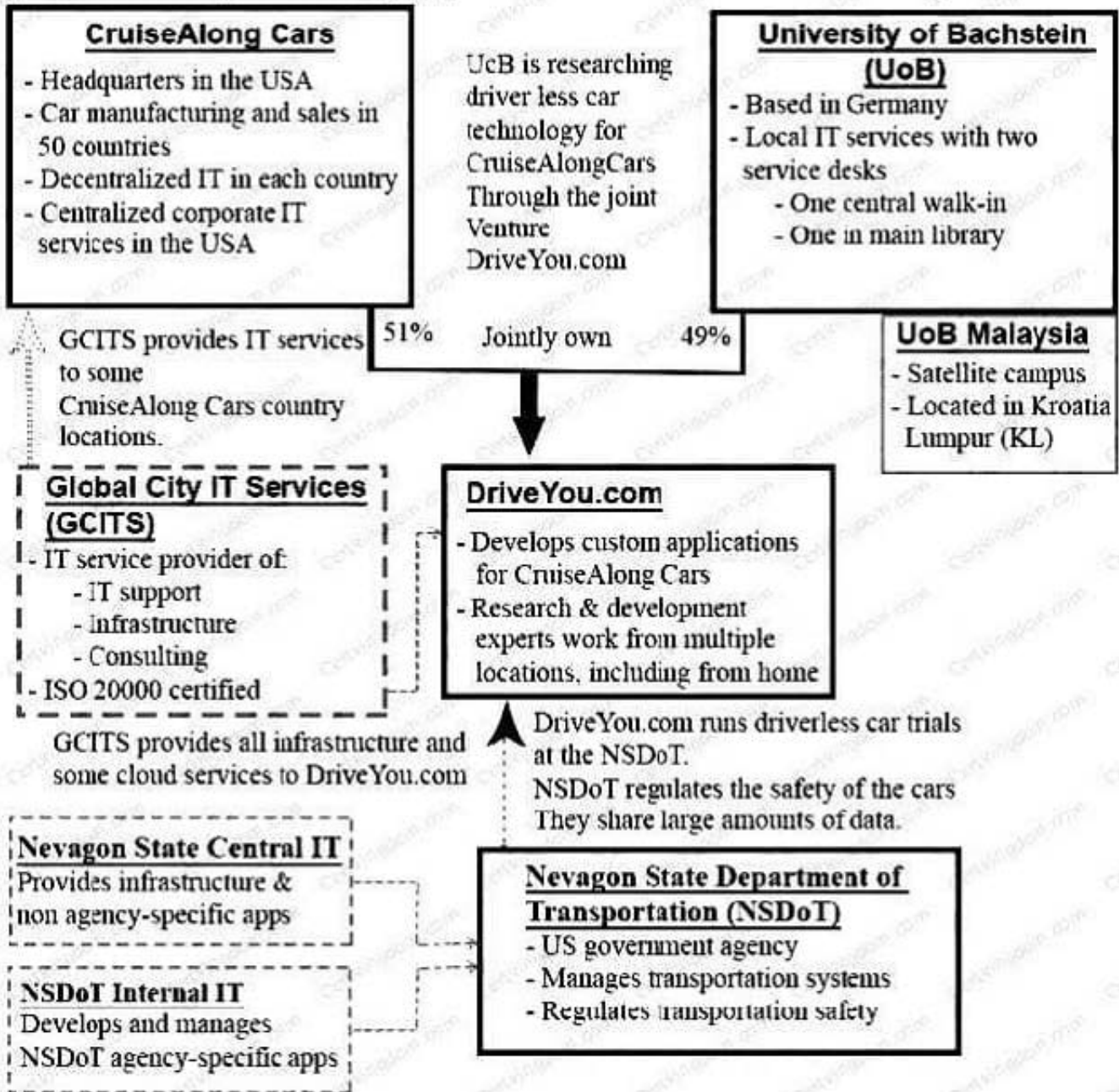
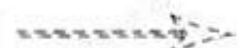
A number of service desk staff do not like the planned improvements and have offered alternative solutions. The project manager has decided to involve them in the design and review process. This is an example of using which tactic?

- A. Prioritize the change against other changes.
- B. Be open and honest.
- C. Create and communicate quick wins.
- D. Resistance is not always necessarily negative.

Correct Answer: D

QUESTION 3

See the scenario for additional informational.

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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

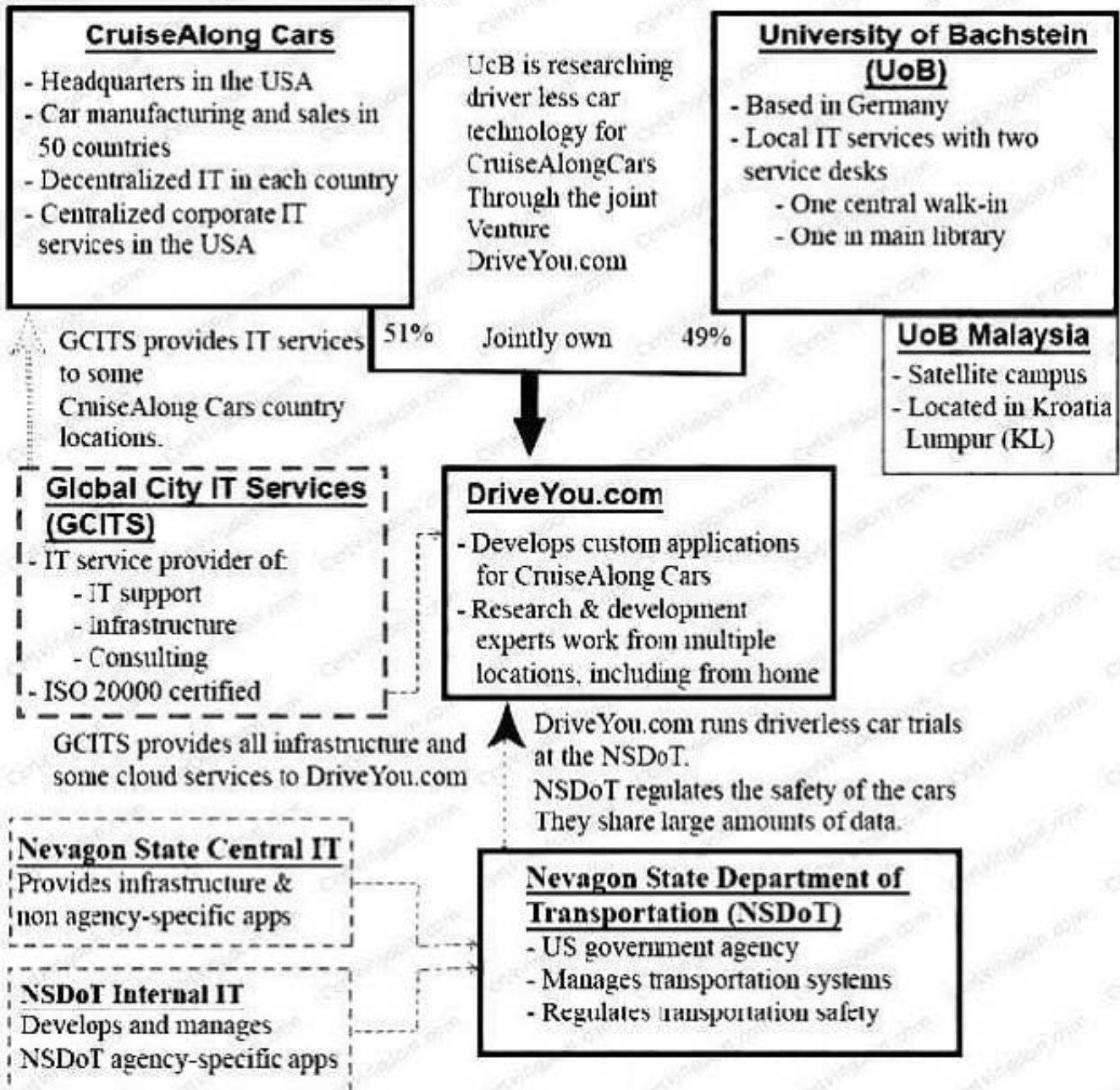
QUESTION 4



See the scenario for additional informational.

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Legend

Organization



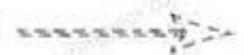
IT service provider



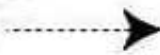
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GCITS have a major audit coming up to verify continued compliance to the ISO/IEC 20000 standard. In preparation for the audit, they are conducting a series of internal audits. GCITS has grown through acquisition. The latest acquisition, Optimsolv,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

When would it be MOST appropriate to use a stakeholder analysis worksheet during the improvement initiative within Optimsolv?

- A. During planning, to identify the key people who need to be influenced within Optimsolv.
- B. During process design, to prioritize stakeholders within GCITS.
- C. During implementation, to understand the primary motivation for change at Optimsolv
- D. During testing, to measure the risk to achieving the ISO/IEC 20000 accreditation.

Correct Answer: A

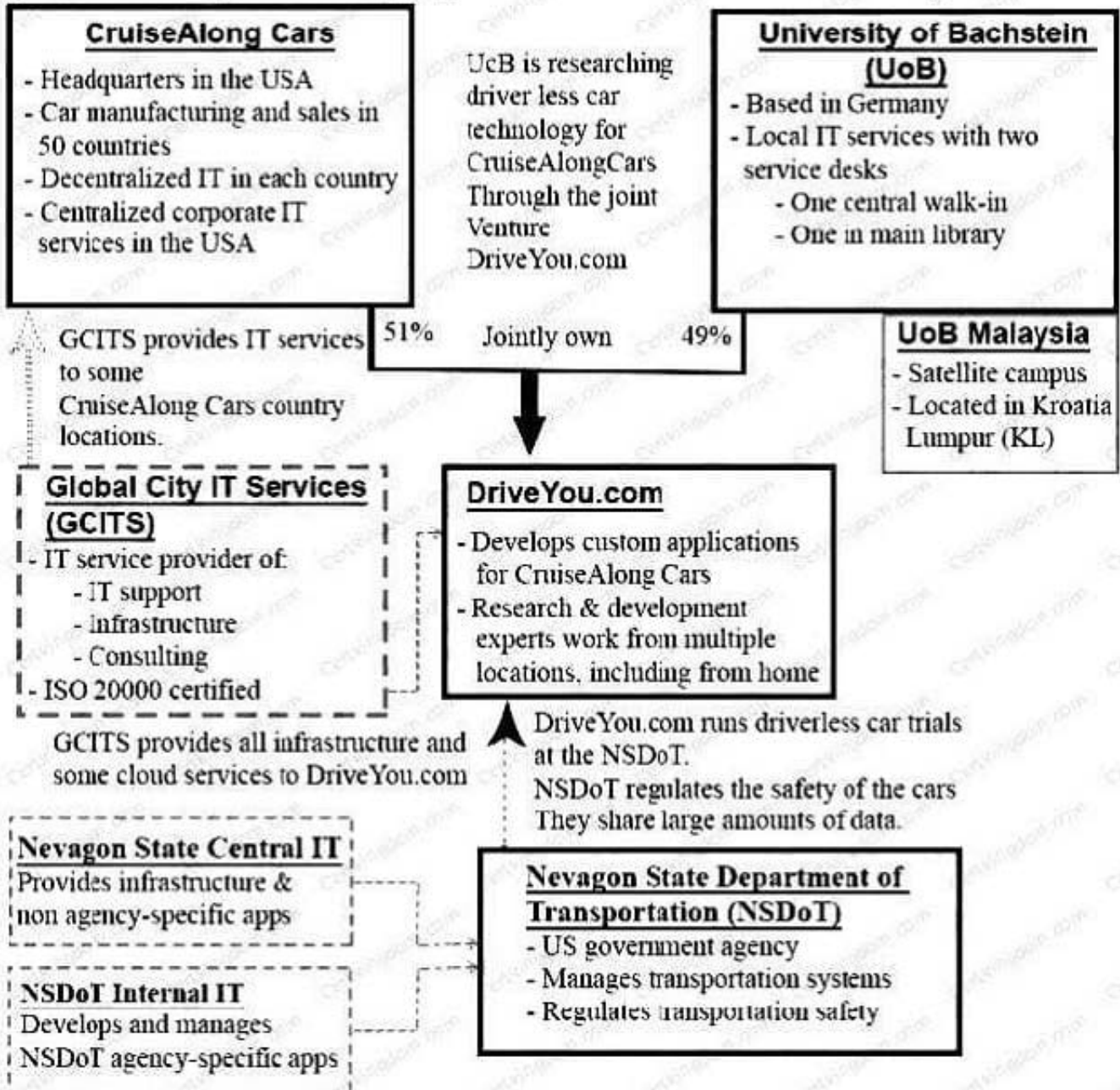


QUESTION 5

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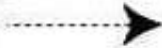
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Which is the BEST approach?

- A. Create a new comprehensive communications plan for all stakeholders before engaging with the research teams.
- B. Use the existing communications plan and send all previous communications to the research teams.



C. Make contact with the research teams and build a specific communications approach to address their needs.

D. Include the named contacts immediately on the project email distribution list and ask them for feedback.

Correct Answer: C

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