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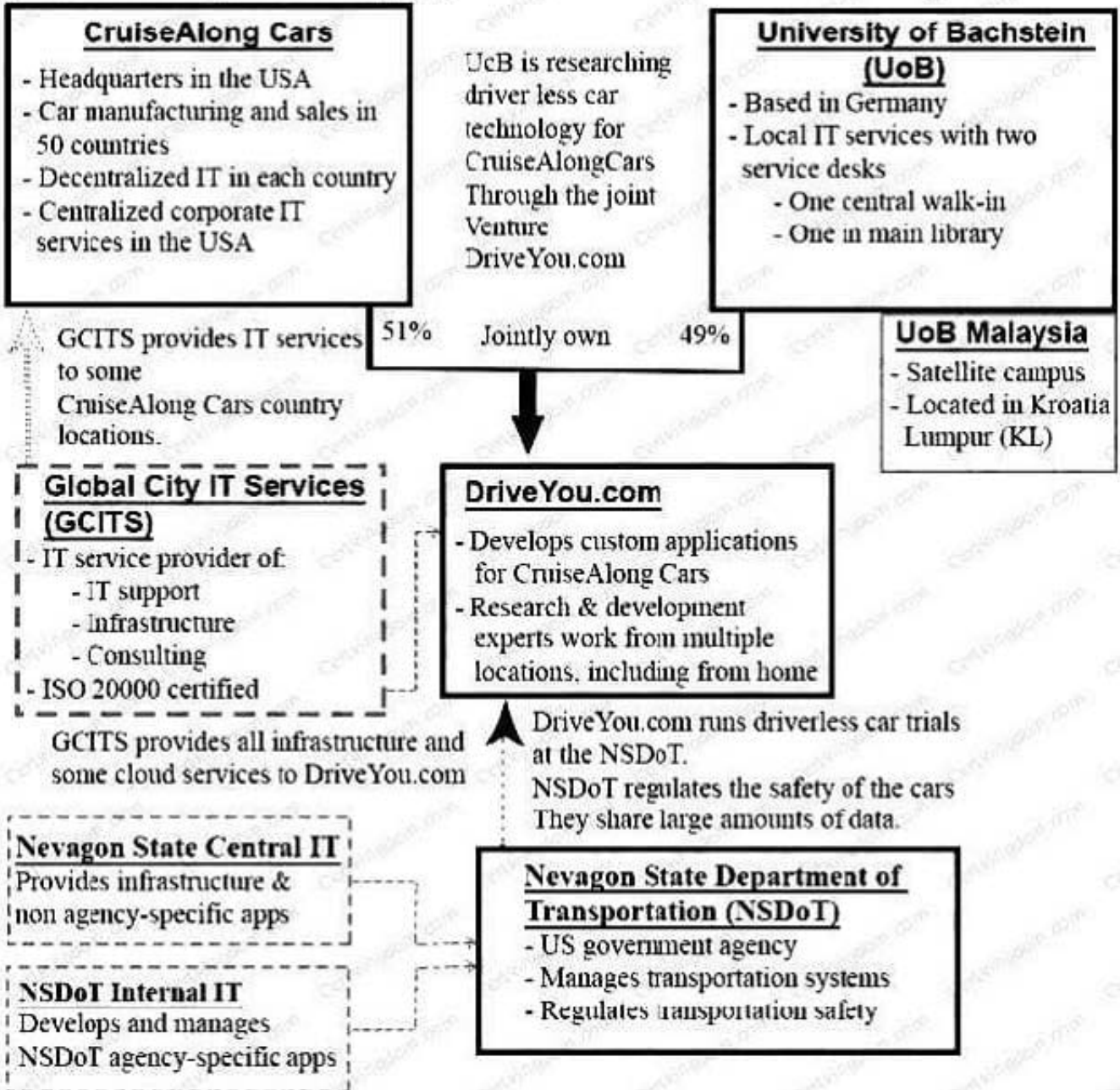


QUESTION 1

See the Scenario for additional information.

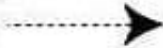
Scenario:

(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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support, and reported incidents and requests will be treated as a high priority.

GCITS has subcontracted global mobile network access to Mobilwork, an international telecom provider.

Which two rows show the CORRECT use of OCM techniques in the global mobile VIP project?



	CSI step	OCM Technique	Key Stakeholder
1	<i>What is the vision?</i>	Sponsor management	GCITS Senior executives
2	<i>Where are we now?</i>	Training needs analysis	Mobilwork staff
3	<i>Where do we want to be?</i>	Identity resistance	GCITS staff
4	<i>How do we keep the momentum going?</i>	Reinforcement	GCITS Service desk staff

A. 1 and 2.

B. 2 and 3.

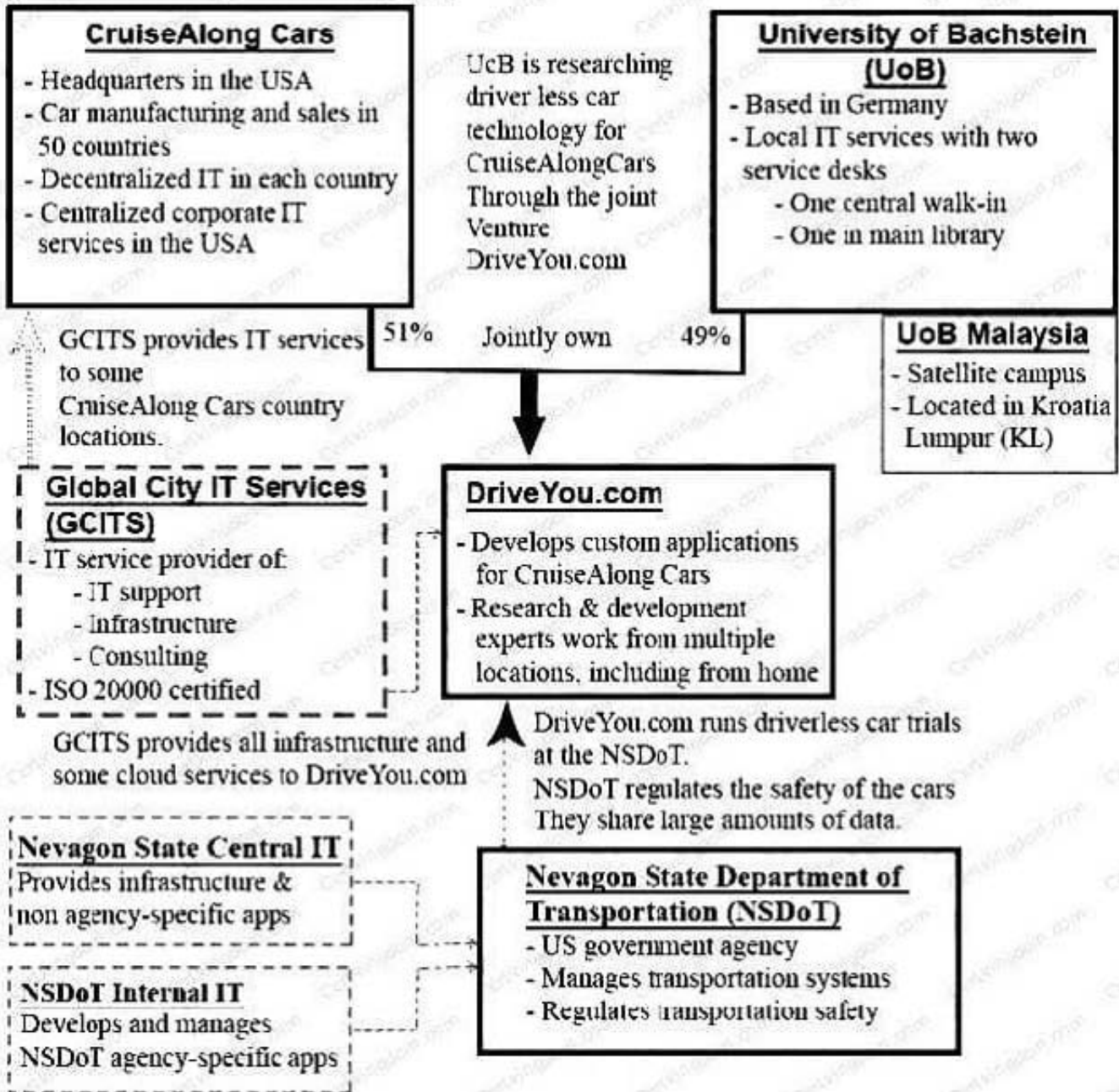
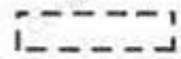
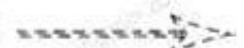
C. 3 and 4.

D. 1 and 4.

Correct Answer: D

QUESTION 2

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Which two KPIs are BEST to underpin this CSF?

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



A. 1 and 2.

B. 2 and 3.

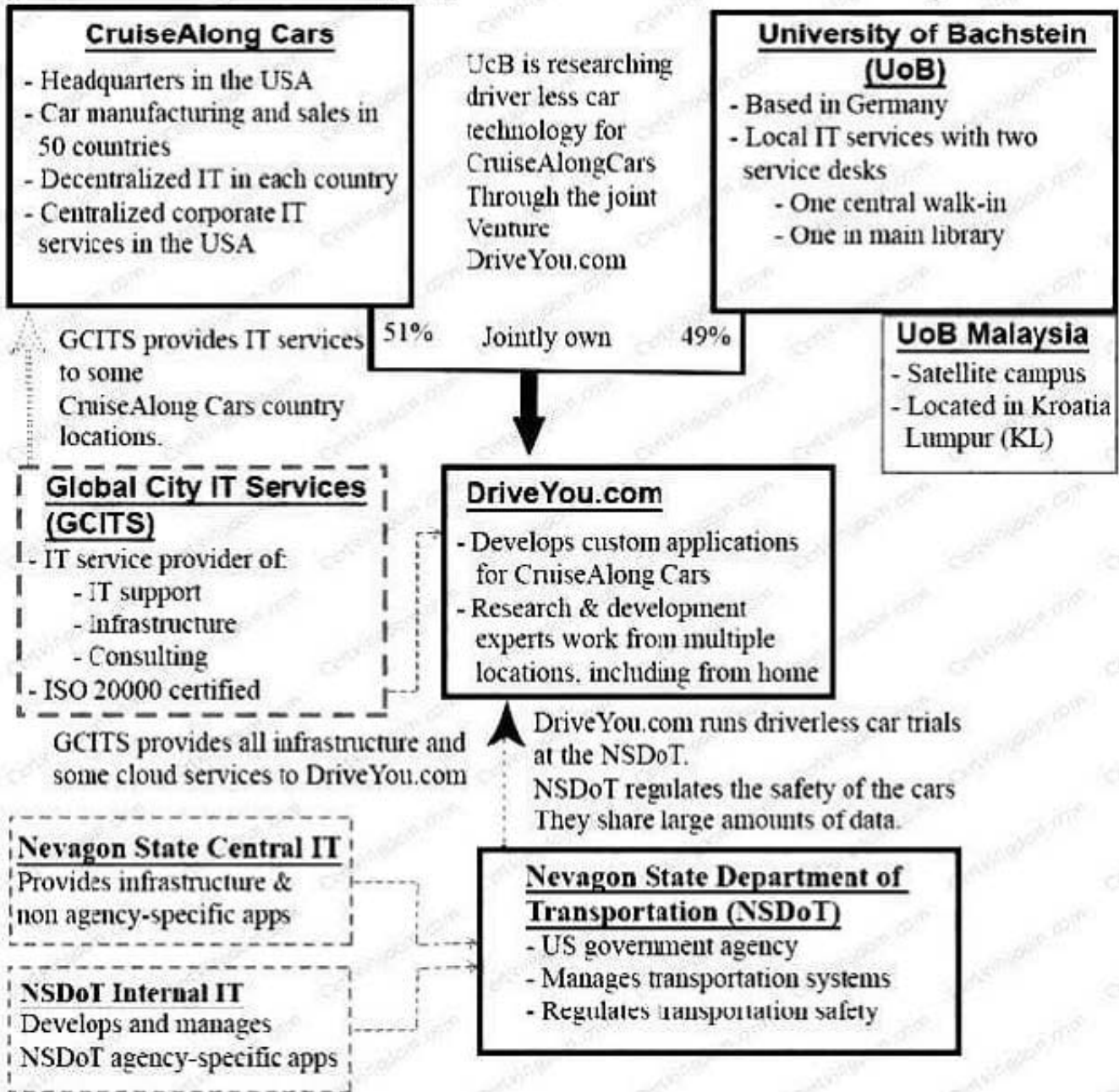
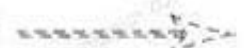
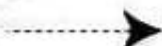
C. 3 and 4.

D. 1 and 4.

Correct Answer: A

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What three pieces of information are MOST important to include in the business case?

	Information
1	Risks to existing data accessibility
2	Expected cost of implementation
3	Volume of data to be migrated
4	Global security regulations and legislation
5	Value to organization and strategy
6	Options and approaches to be considered



A. 1, 2 and 5.

B. 1, 3 and 6.

C. 2, 4 and 6.

D. 3, 4 and 5.

Correct Answer: C

QUESTION 4

Why is stakeholder management an important part of any improvement initiative?

A. To identify the leader who will fund the change.

B. To determine the level of resource allocated to the change.

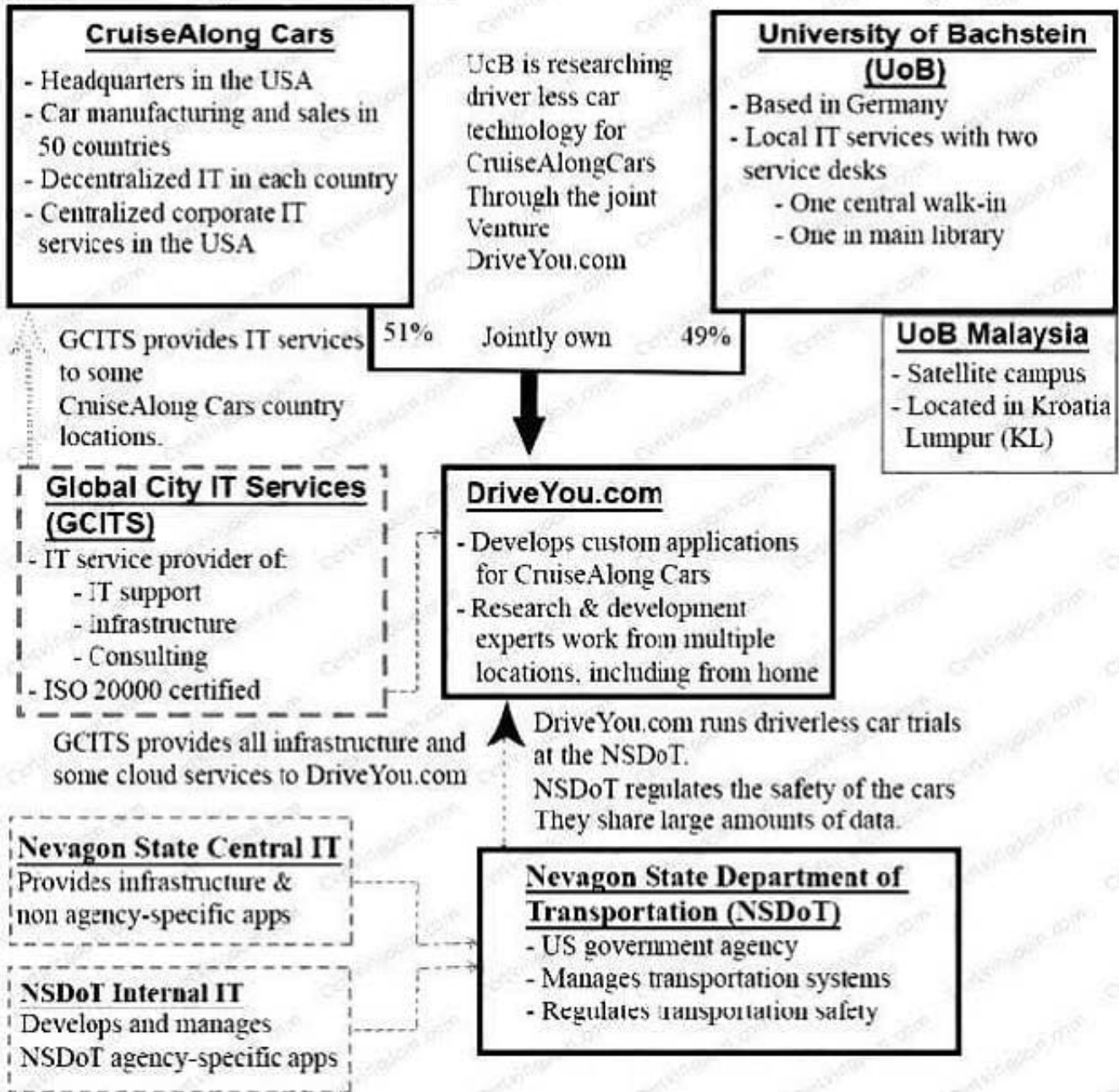
C. To determine risk levels presented by organizational culture.

D. To identify whose support is needed for the change.

Correct Answer: D

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What is the BEST way to follow the guiding principle 'observe directly' when defining the requirements for the new consolidated ITSM toolset?

- A. Hold a workshop with IT support staff and business process owners in all countries.
- B. Hold a workshop with a representative group of IT support staff and business management.
- C. Visit a representative group of IT management and IT support staff.
- D. Visit senior IT management and business management in all countries.

Correct Answer: C



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