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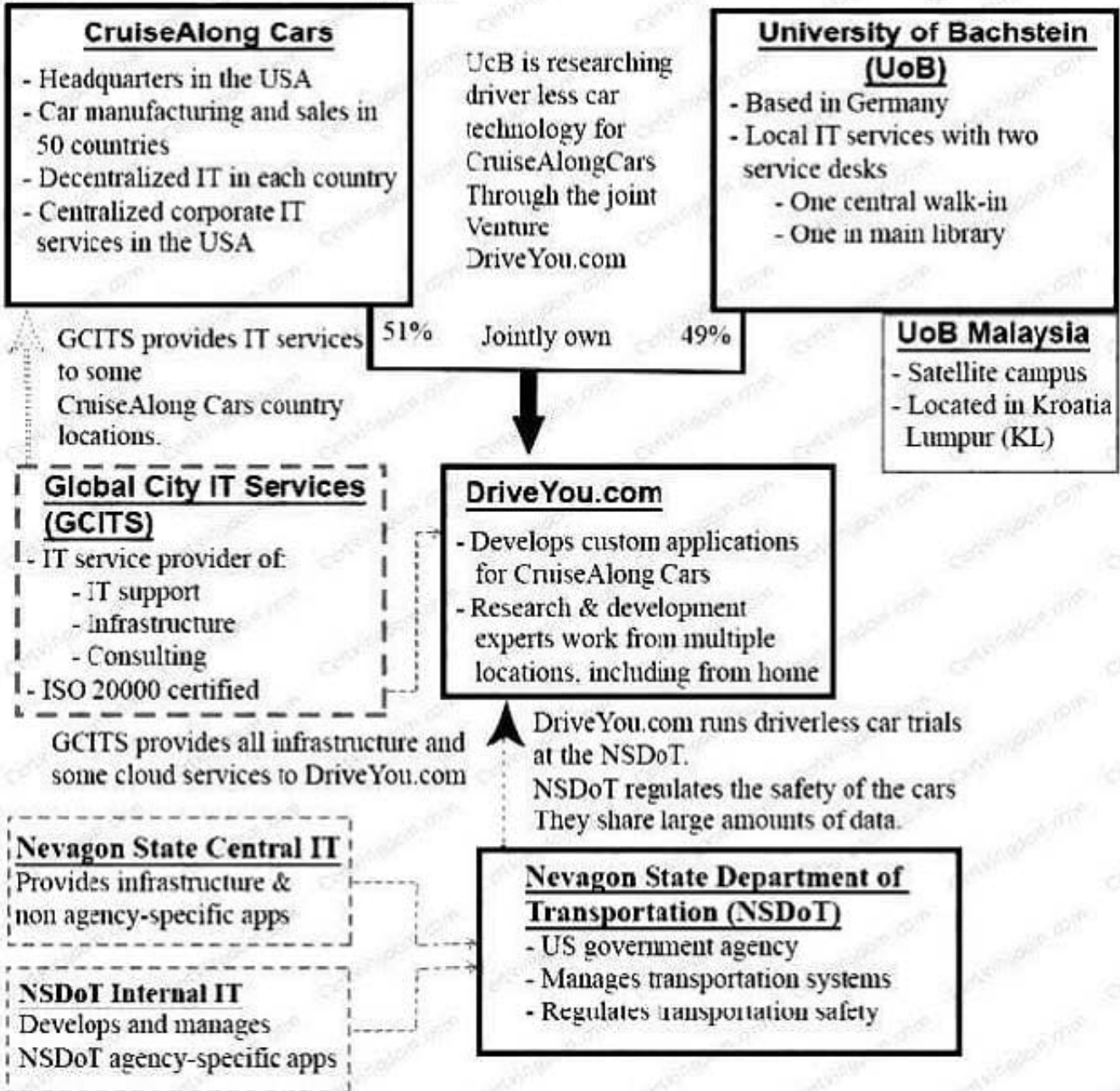


QUESTION 1

See the scenario for additional informational.

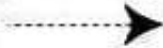
Scenario:

(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**

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.

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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.

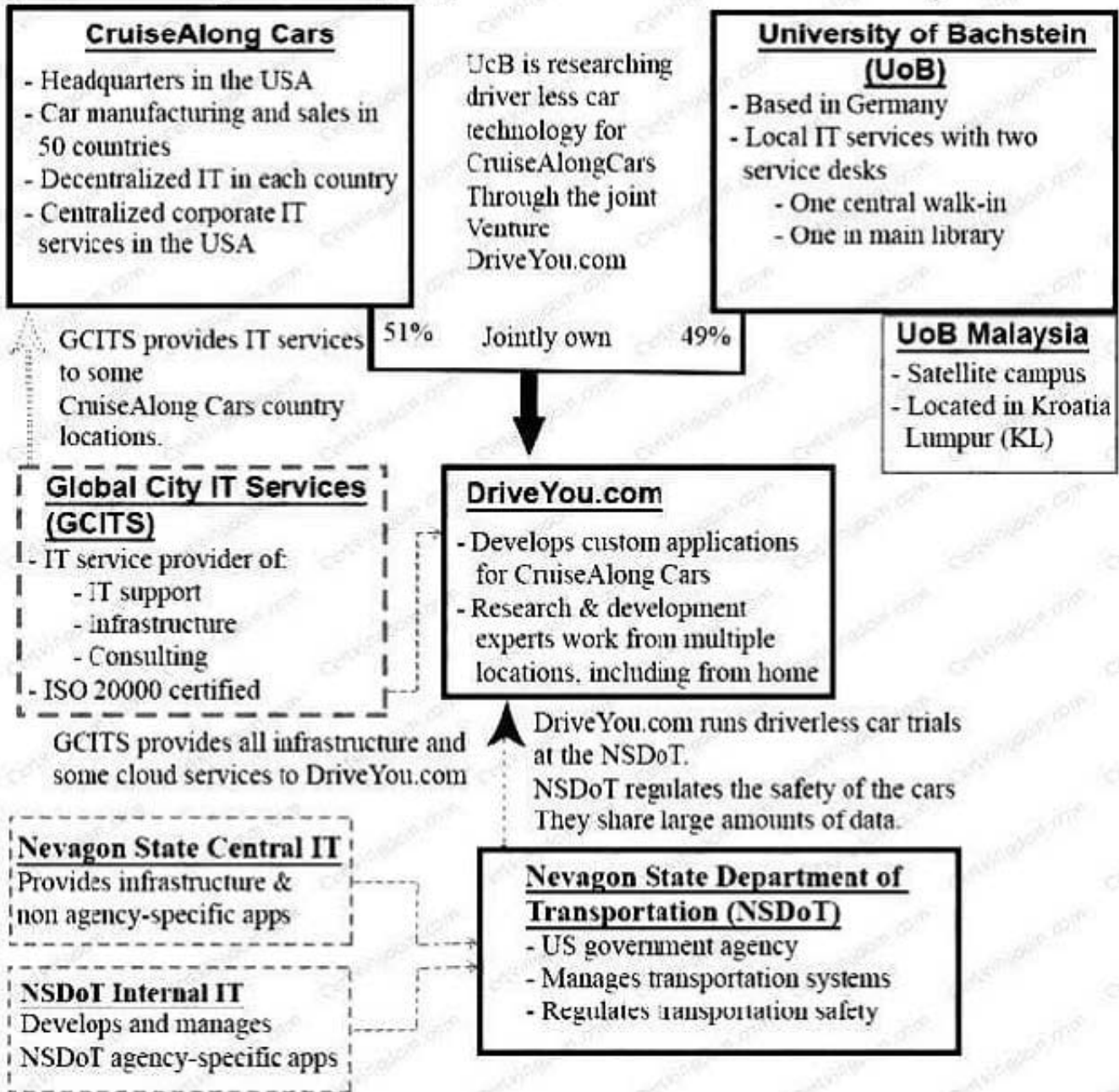
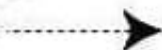
C. 2, 4 and 6.

D. 3, 4 and 5.

Correct Answer: C

QUESTION 2

See the scenario for additional informational.

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Which OCM activity will BEST help Optimisolv to overcome any staff resistance, and comply with ISO/IEC 20000 within six months?

- A. Create a sense of urgency for the change.
- B. Demonstrate enough value to business.
- C. Make compliance the top corporate priority.
- D. Maintain a focus on continual improvement.

Correct Answer: C

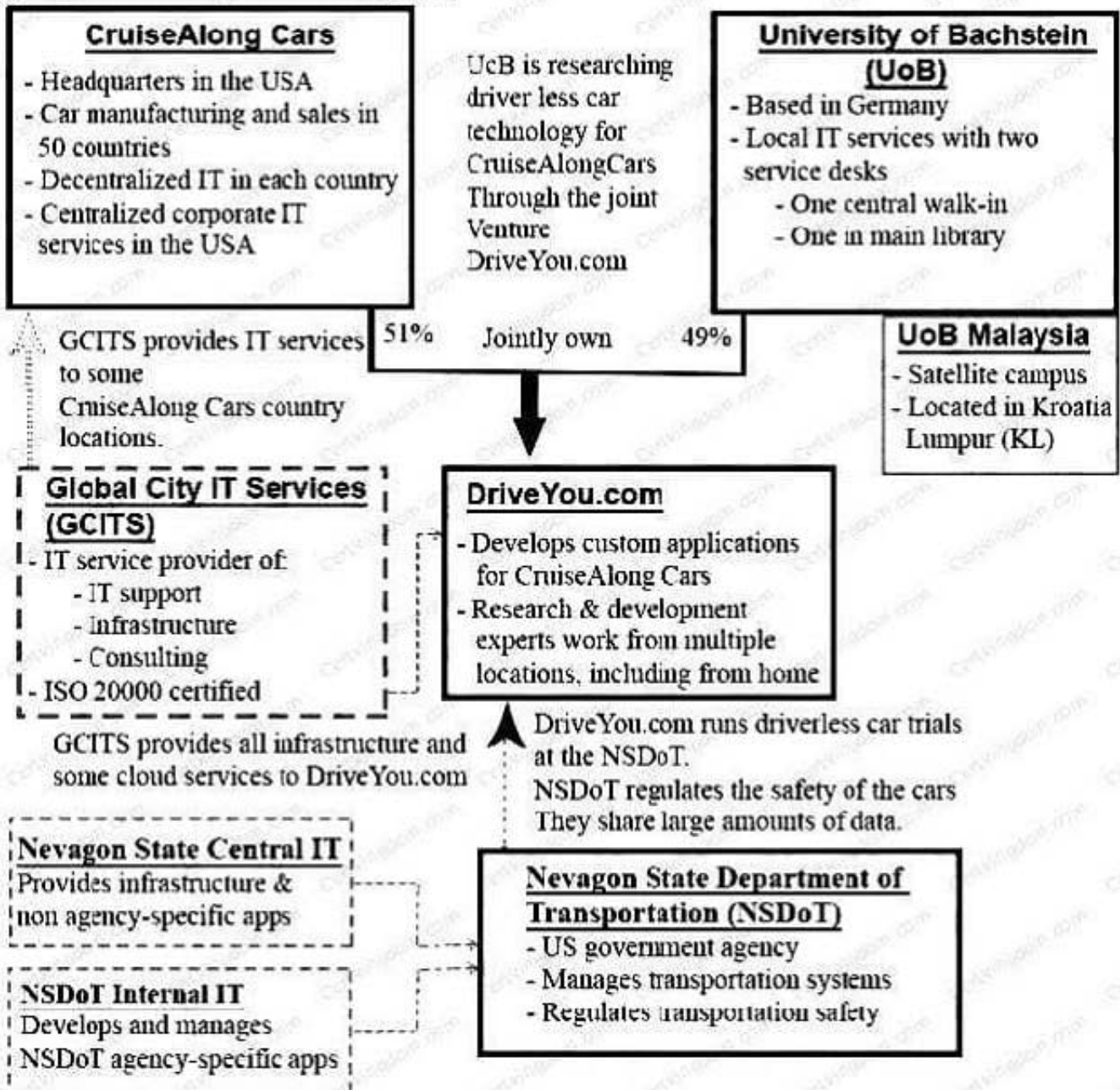
QUESTION 3



See the Scenario for additional information.

Scenario:

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Legend

Organization



IT service provider



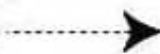
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It will include 24/7 support, and reported incidents and requests will be treated as a high priority. GCITS has subcontracted global mobile network access to Mobilwork, an international telecom provider. During the 'how do we keep the momentum going?' step of the CSI approach, the service desk manager has become aware that some service desk staff are using the old working practices. This is affecting the service to the VIPs.

Which is the BEST way to apply the guiding principles in this case?

A. Design for experience by engaging with the VIPs to identify improvements to the service.



- B. Collaborate with the service desk staff to design improvements to the new processes.
- C. Be transparent and explain that non-compliance to procedures will lead to disciplinary action.
- D. Observe directly in order to understand who is not using the new procedures and why.

Correct Answer: D

QUESTION 4

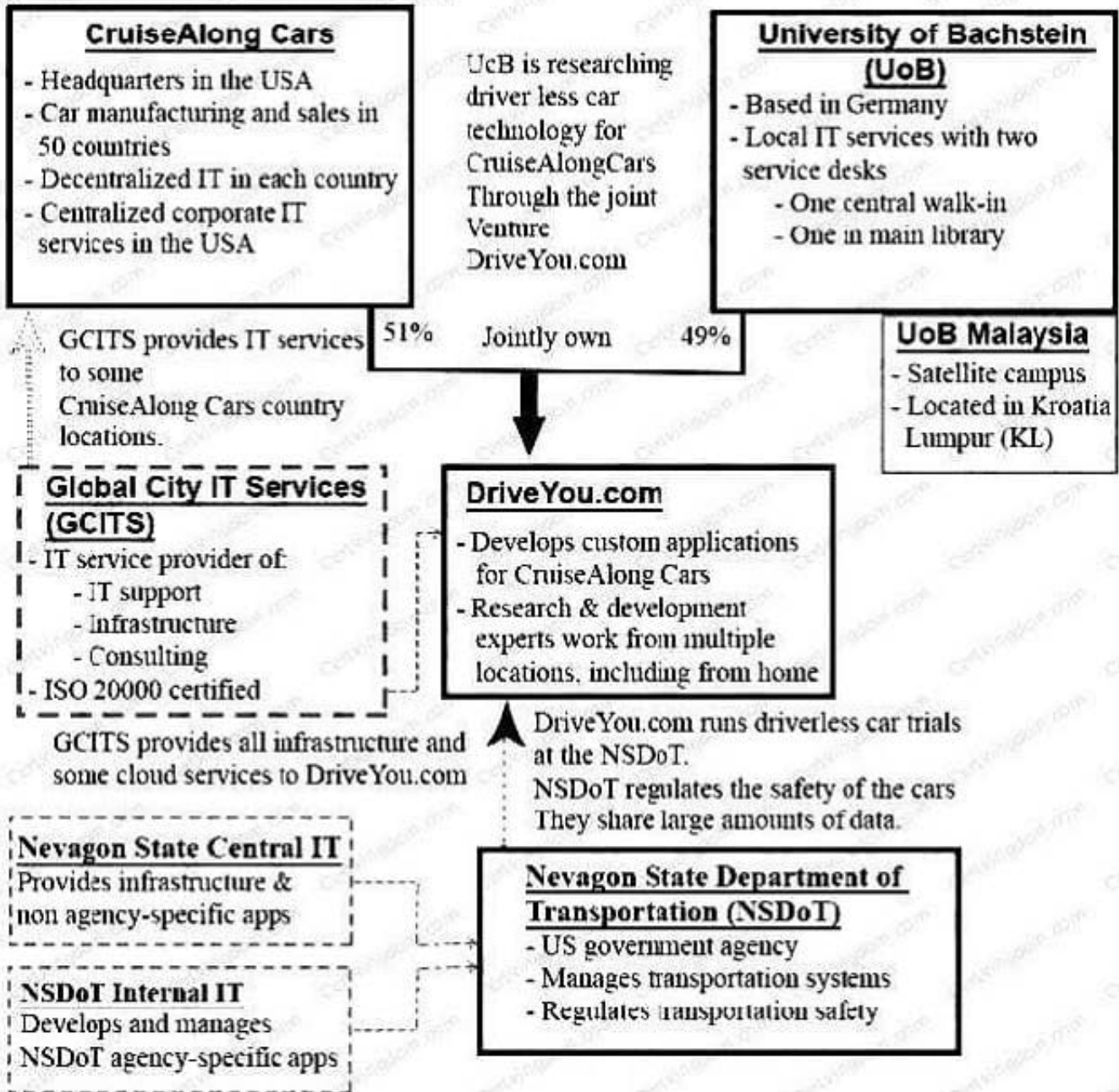
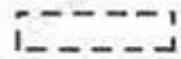
Why is a meeting notes template used?

- A. To record meeting objectives while the meeting is in progress.
- B. To help the meeting chairperson to capture key details.
- C. To ensure that the meeting runs to planned timings.
- D. To ensure the correct participants attend the meeting

Correct Answer: A

QUESTION 5

See the Scenario for additional information.

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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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