



# ITILSC-OSA<sup>Q&As</sup>

ITIL Service Capability Operational Support and Analysis

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## QUESTION 1

### Scenario

Vericom is a leading provider of government, business and consumer telecommunication services, and is currently seeking ways in which to improve its utilization of IT services to drive growth across its multiple lines of business. One of the largest organizations in the United Kingdom, 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 retail outlets) 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 infrastructure services)

Due to the extensive scope of infrastructure deployed and large employee and customer base, Vericom continues to rely on legacy systems for some critical IT services; however this is seen as a barrier to future organizational growth and scalability of services offered. The CIO of Vericom has also raised the concern that while improvements to the technology utilized is important, this also needs to be supported by quality IT Service Management practices employed by the various IT departments.

The project of improving the IT Service Management practices employed by Vericom has been outsourced to external consultants who are aware of the major IT refresh that is going to be occurring over the next 24 months.

Refer to the scenario.

With Vericom being a large organization (approximately 40 000 staff), some of the business units have developed their own internal IT departments to supplement the services provided by the centralized Information Technology Services (ITS) department. This has occurred due to the specialized needs and requirements for technology, specifically Verinet, VericomTV and Consumer Sales and Marketing.



While the decision has been made that this organizational structure is to remain in place, there has been identified issues relating to a lack of consistency in IT Service Management processes used by the different departments and unclear boundaries for the responsibilities of the various IT Service Desks. This has resulted in:

End users calling the wrong Service Desk, requiring the call to be redirected to the appropriate group

Inconsistency in the categorization and classification of service requests, incidents and problems, causing confusion and frustration when there are multiple IT departments involved

Known Errors being recorded internally within the various IT departments, which may in fact have a wider impact on the whole organization when these are not visible to everyone

Inconsistency in the Service Management systems and tools used for handling service requests, incidents, problems and Known Errors.

From the following responses, which BEST represents the approach you would take to overcome the issues described above?

A. You realize a coordinated approach is the best method, including: The development of the IT Service Desk to be the single point of contact for ALL end user (internal) queries. This will be performed over a 6 month period, to take account for any training and transfer of knowledge that needs to occur. This Service Desk will then escalate to the appropriate second line group (from any of the IT departments) as required. Develop consistency across all departments for categories and priority coding systems used for all service requests, incidents and problems. Build or purchase a consistent service management tool that will be used by all IT departments for managing incidents, problems, Known Errors and service requests. Holding regular review sessions involving staff from each of the IT departments to discuss current issues, recurring and potential problems future initiatives.

B. You realize a phased approach is the best method, including four phases: Phase 1 ? Build or purchase a service management tool that will be used by all IT departments for managing incidents, problems and service requests Phase 2 ? Standardize the use of ITIL processes used by the IT department across all IT departments at Vericom Phase 3 ? Deliver training and awareness sessions for staff regarding the importance of the processes and how they should be used. Phase 4 ? Review the success of the project and pass any lessons learnt onto future projects

C. You realize a coordinated approach is the best method, including: Developing a telephone system that will route calls to the appropriate Service Desk based on the user's input. This should also provide the capability for a Service Desk analyst to call them back during peak periods. Develop consistency in all the categories assigned to service requests, incidents and problems across all IT departments. Build or purchase a service management tool that will be used by all IT departments for managing incidents, problems, Known Errors and service requests Hold regular review sessions involving key staff from each of the IT departments to discuss current issues and potential problems.

D. You realize that improving the business awareness of IT is most important, and address the issues by: Identifying the training requirements of end users to improve their use of IT service Implement an online Service Catalogue for all IT Services, with self-help capabilities to log and track incidents, problems and service requests Assist Service Level Management in improving the visibility of the IT organization in general, and identify areas of customer satisfaction that need improving Build or purchase a service management tool that will be used by all IT departments and end users for managing incidents, problems, Known Errors and service requests

Correct Answer: A



## QUESTION 2

Functions are best described as?

- A. Self-Contained units of organizations
- B. Inter-related activities with a defined goal or output
- C. Closed loop control systems
- D. A team of IT staff who provide a single point of contact for all user communication

Correct Answer: B

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## QUESTION 3

The success of Service Operation phase is based on some important Critical Success Factors. From the options below, which would be the most important for Service Operation?

- A. Management support for using phase Business support to ensure users use Service Desk as little as possible  
Champions to drive process

usage

Staffing and retention of Service Desk

Service management usage

Suitable tools ?especially Incident Management

Measurement and reporting of capacity

- B. Management support for setting up phase Business support to ensure users call Service Desk Champions to lead process implementation Staffing and retention of Service Desk Service management training Suitable tools  
Measurement and reporting of usage

- C. Management support for setting up SD Business support to ensure users call Service Desk Champions to lead Service Support Staffing and retention of Service Desk Service management understanding Suitable tools ?especially Service Desk Measurement and reporting

- D. Management support for setting up phase Business support to ensure users use Service Desk Champions to lead process implementation Staffing and retention of Service Desk Service management training Suitable tools ?especially Service Desk Measurement and reporting

Correct Answer: D

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## QUESTION 4

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 5

### Scenario

You are the CIO of a large stockbroking firm, based in Hong Kong. Recently this company has acquired two other major firms in London and New York. Total Company staff now exceeds 800 people. Each Firm currently has their own Service Desk.

Hong Kong has 10 SD staff to 400 employees, with 6 2nd level support staff London has 3 SD staff to 140 employees with 3 2nd level support staff New York has 5 SD staff to 250 employees with 5 2nd level support staff

With this new merger comes new support issues. Complaints are coming in to say that there is an imbalance with ratio of IT support staff to users, Service Desks in London and New York are having trouble knowing and supporting new systems which has resulted in users calling Hong Kong Service Desk. This has resulted in higher resolution times and an inability to get through to the service desk. The Business is not happy with the current situation.

Refer to the scenario.



A.

Request Fulfilment	Access Management
You highlight that this new process will work well with the new SD setup as Request Fulfilment will provide quick and effective access to standard services, which business staff can use to improve their productivity, for the quality of business services and products. You stress that Request Fulfilment effectively reduces the bureaucracy involved in requesting and receiving access to existing or new services, therefore also reducing the cost of providing these services	You raise the following benefits: <ul style="list-style-type: none"><li>○ Controlled access to services</li><li>○ Employees have the right level of access</li><li>○ Less likelihood of errors in data entry</li><li>○ Ability to audit</li><li>○ Ability to easily revoke access rights</li><li>○ Maybe needed for regulatory compliance</li></ul>

B.

Request Fulfilment	Access Management
You highlight that this new process will work well Incident Management as Request Fulfilment will provide quick and effective access to standard services, which business staff can use to improve their productivity, for the quality of business services and products. You stress that Request Fulfilment effectively reduces the waiting time for requesting and receiving access to existing or new services, therefore also reducing the complaints from users	You raise the following benefits: <ul style="list-style-type: none"><li>○ Controlled access to networks</li><li>○ Employees have the right level of access</li><li>○ Less likelihood of errors in data entry</li><li>○ Ability to audit</li><li>○ Ability to easily revoke access policies</li><li>○ Maybe needed for regulatory compliance</li></ul>

A. B.

C.

D.





Request Fulfilment	Access Management
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Request Fulfilment	Access Management
You highlight that this new process will work well Incident Management as Request Fulfilment will provide support standard services, which IT staff can use to improve their productivity, for the quality of business services and products. You stress that Request Fulfilment effectively reduces the waiting time for requesting and removing access to existing or new networks, therefore also reducing the complaints from users	You raise the following benefits: <ul style="list-style-type: none"><li>Controlled access to networks</li><li>Employees have the right create own access</li><li>Less likelihood of errors in data entry</li><li>Ability to audit</li><li>Ability to easily revoke access policies</li><li>Maybe needed for business compliance</li></ul>

Correct Answer: A

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