



ITILSC-OSA^{Q&As}

ITIL Service Capability Operational Support and Analysis

Pass ITIL ITILSC-OSA Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.geekcert.com/itilsc-osa.html>

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by ITIL Official Exam Center

-  **Instant Download** After Purchase
-  **100% Money Back** Guarantee
-  **365 Days** Free Update
-  **800,000+** Satisfied Customers





QUESTION 1

Scenario

Brewster's is a toy factory that has been in business for 30 years. The company started with a small family run shop and has grown consistently over the years. They are now supplying toy stores nationwide and are considered to be the primary supplier of children's collectable novelty erasers.

Brewster's IT department is relatively small (currently 15 staff) but efficient. They have recently employed an IT Manager in an attempt to improve the management of the infrastructure, as well as more effective use of resources and identification of areas for improvement.

The Brewster's management teams do not have a lot of IT knowledge. The newly appointed IT Manager is very ITIL focused and wants to implement as many ITSM processes as is appropriate there are currently no formal processes in place. On starting with the company the IT Manager completed an internal assessment of the IT infrastructure including staff skills analysis, and collated the results from customer satisfaction surveys completed over the last 5 years.

The main areas of concern are as follows:

Responses from customer satisfaction survey:

Overall a consistent satisfaction level. However, responses completed during the past 12 months show an increase in customers who were unsatisfied with call waiting times when contacting the service desk for help with online orders and requests for information.

Customers added the following additional comments:

"Never get to speak to the same person twice when dealing with an Incident number, had to call several times to receive follow up on progress" "Some of the Service Desk staff seem under qualified to deal with my questions about new applications/incidents/service requests"

Results from Staff Skills Analysis:

Staff, in general, have a good knowledge of IT systems and a basic understanding of the business processes and objectives. However, staff are not well informed of upcoming releases of new or changed services and not given adequate information to relay to the customers.

Staff added the following additional comments:

"Communication between Service Operation departments has become inefficient - there are meetings for



the sake of meetings, but the important information we need to know to do our day to day jobs is lacking"

"I still don't know what half of the people do, that work in the IT department!"

Results from General IT Infrastructure assessment:

Lack of event monitoring and planning

Lack of input from Operational Support departments into Service Design Lack of skill and information

sharing across the Operational Support teams with regards to Incident, Problem, Workarounds and Known

Error data. Little to no proactive activities being carried out.

Refer to Scenario

Which of the following options would be the most effective option to address the issues identified from the

General IT Infrastructure assessment?

A. You decide to recommend implementation of the Event Management process to formalize the event monitoring, planning and overall management. Ensure that there is resource sharing between the Service Design teams and the Operational Support teams as their input is necessary to ensure services are designed that will work efficiently in the live environment. In addition, implement the Problem Management process at the same time, to ensure there are both reactive and proactive activities taking place with regards to Problems, a knowledge bank of information including known errors, workarounds, problems and incident records is produced and maintained.

B. You are not concerned with the lack of skill sharing between the Operational Support departments and Service Design as they are two separate entities of the Service Lifecycle with their own objectives. You are concerned, however, with the lack of skill sharing between the Operational Support teams and decide to formalize the 1st, 2nd and 3rd lines of support and recommend the adoption of a database that will incorporate all Incident records, Problem records, Known Error records, Workarounds and Event information, so that all staff can have access to and use this information.

C. You are not concerned with the lack of skill sharing between the Operational Support departments and Service Design as they are two separate entities of the Service Lifecycle with their own objectives. You are concerned, however, with the lack of Event monitoring and planning and foresee this as being a potential major issue. You decide to recommend implementation of the Event Management process to formalize the event monitoring, planning and overall management. Ensure that there is resource sharing between the Service Design teams and the Operational Support teams as their input is necessary to ensure services are designed that will work efficiently in the live environment.

D. Implement the Problem Management process, to ensure there are both reactive and proactive activities taking place with regards to Problems, a knowledge bank of information including known errors, workarounds, problems and incident records is produced and maintained. Once this process is established, working efficiently and staff have become more accustomed to this new way of working, use this success to recommend the implementation of the Event Management process.

Correct Answer: A

QUESTION 2

Technical Management is NOT responsible for?

A. Maintenance of the technical Infrastructure

B. Documenting and maintaining the technical skills required to manage and support the IT Infrastructure



C. Defining the Operational Level Agreements for the various technical teams

D. Diagnosis of, and recovery from, technical failures

Correct Answer: C

QUESTION 3

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
<p>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</p>	<p>You raise the following benefits:</p> <ul style="list-style-type: none"> ○ Controlled access to services ○ Employees have the right level of access ○ Less likelihood of errors in data entry ○ Ability to audit ○ Ability to easily revoke access rights ○ Maybe needed for regulatory compliance

B.

Request Fulfilment	Access Management
<p>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</p>	<p>You raise the following benefits:</p> <ul style="list-style-type: none"> ○ Controlled access to networks ○ Employees have the right level of access ○ Less likelihood of errors in data entry ○ Ability to audit ○ Ability to easily revoke access policies ○ Maybe needed for regulatory compliance

A. B.

C.

D.



Request Fulfilment	Access Management
<p>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 waiting time for requesting and receiving access to existing or new services, therefore also reducing the complaints from users</p>	<p>You raise the following benefits:</p> <ul style="list-style-type: none"> ○ Controlled access to services ○ Employees have the right level of access ○ Less likelihood of errors in data entry ○ Ability to audit ○ Ability to easily revoke access rights ○ Maybe needed for regulatory compliance

Request Fulfilment	Access Management
<p>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</p>	<p>You raise the following benefits:</p> <ul style="list-style-type: none"> ○ Controlled access to networks ○ Employees have the right create own access ○ Less likelihood of errors in data entry ○ Ability to audit ○ Ability to easily revoke access policies ○ Maybe needed for business compliance

Correct Answer: A

QUESTION 4

Scenario

Vericom is a leading provider of government, business and consumertelecommunication 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.

Discussions have recently been held regarding the performance of the Incident and Problem Management. There has been some confusion among IT managers as to what metrics demonstrate the quality and performance of these two processes.

From the options below, which represents the best range of measures for evaluating the success of Incident and Problem Management?



<i>Incident Management</i>	<i>Problem Management</i>
<ul style="list-style-type: none">• Percentage of incidents resolved at first contact• The number of incidents recorded due to event correlation• Number and percentage of incidents grouped by category• Number of incidents incorrectly categorized• Improved availability of services• Customer satisfaction• Number of incidents requiring a reset of access rights• Average time second line groups to respond• Percentage of calls that bypass first line (Service Desk)	<ul style="list-style-type: none">• The number of problems grouped by status• Improved delivery of capacity and performance, with fewer capacity related incidents• The number of RFCs created by Problem Management• The percentage of incidents resolved at first contact• The average time to resolve incidents• The average time to close problems• Improved availability levels• Improved detection of system events

A.



<i>Incident Management</i>	<i>Problem Management</i>
<ul style="list-style-type: none">• Percentage of incidents resolved at first contact• The number of incidents recorded due to event correlation• Number and percentage of incidents grouped by category• Number of incidents incorrectly categorized• Customer satisfaction• Number of incidents requiring a reset of access rights• Average time second line groups to respond• Percentage of calls that bypass first line (Service Desk)• Resources used for managing incidents (grouped by priority)	<ul style="list-style-type: none">• The number of problems grouped by status• Improved availability levels• The number of RFCs created by Problem Management• The percentage of incidents resolved at first contact• The average time to perform root cause analysis of problems• The average time to resolve incidents• The average time to close problems• Reduced SLA breaches

B.



<i>Incident Management</i>	<i>Problem Management</i>
<ul style="list-style-type: none">• The number of problems grouped by status• The number of RFCs created by Problem Management• The number of workarounds developed for Known Errors and incidents• The percentage of incidents resolved at first contact• The average time to resolve incidents• The average time to close problems• Customer satisfaction levels• Average costs for solving problems• Number and percentage of problems that were resolved within SLA limits• The number of major problem reviews conducted	<ul style="list-style-type: none">• Percentage of incidents resolved at first contact• Average call time with no escalation• Percentage of incidents resolved within agreed timeframes• Average time to resolve incidents• Number and percentage of incidents grouped by category• Percentage of incidents incorrectly categorized• Number of incidents linked to existing problem records• Customer satisfaction• Average time second line groups to respond• Percentage of calls that bypass first line (Service Desk)• Cost per incident• Resources used for managing incidents (grouped by priority)

C.



<i>Incident Management</i>	<i>Problem Management</i>
<ul style="list-style-type: none">• Percentage of incidents resolved at first contact• Average call time with no escalation• Percentage of incidents resolved within agreed timeframes• Average time to resolve incidents• Number and percentage of incidents grouped by category• Percentage of incidents incorrectly categorized• Number of incidents linked to existing problem records• Customer satisfaction• Average time second line groups to respond• Percentage of calls that bypass first line (Service Desk)• Cost per incident• Resources used for managing incidents (grouped by priority)	<ul style="list-style-type: none">• The number of problems grouped by status• The number of RFCs created by Problem Management• The number of workarounds developed for Known Errors and incidents• The percentage of incidents resolved at first contact• The average time to resolve incidents• The average time to close problems• Customer satisfaction levels• Average costs for solving problems• Number and percentage of problems that were resolved within SLA limits• The number of major problem reviews conducted

D.

Correct Answer: D

QUESTION 5

Which ITIL process ensures that the IT Services are restored as soon as possible in the case of a malfunction?

- A. Change Management
- B. Incident Management
- C. Problem Management



D. Service Level Management

Correct Answer: B

[Latest ITILSC-OSA Dumps](#)

[ITILSC-OSA Practice Test](#)

[ITILSC-OSA Braindumps](#)