



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

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

QUESTION 2

Operations Control refers to?

A. The managers of the Event and Access Management Processes

B. Overseeing the monitoring and escalating of IT operational events and activities

C. The tools used to monitor the status of the IT Network

D. The situation where the Service Desk manager is required to monitor the status of the infrastructure when Service Desk Operators are not available

Correct Answer: B

QUESTION 3

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 4

Which of the following is NOT an example of a Service Request?

A. A user calls the Service Desk to order a toner cartridge

B. A user calls the Service Desk because they would like to change the functionality of an application.

C. A Manager submits a request for a new employee to be given access to an application

D. A user logs onto an internal web site to download a licensed copy of software from a list of approved options

Correct Answer: B



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
<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

[Latest ITILSC-OSA Dumps](#)

[ITILSC-OSA PDF Dumps](#)

[ITILSC-OSA Study Guide](#)