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Exam ITILSC-OSA

ITIL Service Capability Operational Support and Analysis Exam

Verson: Demo

[Total Questions: 10]

Question No : 1

Scenario

Vision Media is an international media organization, operating various lines of business including:

- ✍ Film Production
- ✍ Television (production and delivery of their own channel in the United States VisionOne)
- ✍ Print media (including newspapers in 15 countries)
- ✍ Online Advertising

The organization has recently been restructured, and now is comprised of the following companies and departments:

- ✍ Vision Films (production of movies and television shows)
- ✍ VisionOne (television channel)
- ✍ VisionNews (coordinates all of the sub-companies involved in the delivery of printed newspapers, as well as being the centralized source of news information for all company owned media outlets)
- ✍ VisionNet (managing the online and internet businesses)
- ✍ Legal Services
- ✍ Finance and Administration
- ✍ Human Resources
- ✍ Information Technology

The organization is also actively pursuing growth in the online market, and is currently holding discussions with the leading online news provider about the possible acquisition of their company. This would increase the overall size of Vision Media by around 15%.

The Information Technology department acts as a Shared Service Unit, providing IT Services to all of sub-companies and departments, which complement some of the Internal Service Providers that also exist. The director of Information Technology has realized the need to improve the quality of services offered by implementing ITIL, and has decided to do so using a phased approach. Some of the Service Design and Service Transition processes have already been implemented, and they are now planning the implementation of Service Operation.

While the IT director does have tentative support from the other directors and CEO, budgets for implementing the Service Operation processes have not been finalized, and still require a business case to be formally submitted.

Refer to the exhibit.

The IT director is now considering the implementation of the ServiceOperation functions. However there seems to be overlap between the goals and objectives for each of the functions, which is causing some concern among staff involved in the project.

Which of the following responses BEST describes the objectives of the four Service Operation functions?

A)

<p style="text-align: center;">Service Desk</p> <ul style="list-style-type: none"> • To act as a single point of contact for all user incidents, requests and general communication. • To restore 'normal service operation' as quickly as possible in the case of disruption. • To improve user awareness of IT issues and to promote appropriate use of IT services and resources. • To assist the other IT functions by managing user communication and escalating incidents and requests using defined procedures. 	<p style="text-align: center;">Technical Management</p> <ul style="list-style-type: none"> • To design highly resilient, cost effective technical architectures. • To use adequate technical skills to maintain the technical infrastructure in optimum condition. • To use technical skills to speedily diagnose and resolve any technical failures that do occur. • To ensure resources are effectively trained and deployed to design, build, transition, operate and improve the technology to deliver and support IT Services.
<p style="text-align: center;">IT Operations Management</p> <ul style="list-style-type: none"> • To maintain the 'status quo' to achieve stability of the organization's day to day processes and activities. • To monitor and identify potential improvements to achieve improved service at reduced costs, whilst maintaining stability. • To apply swift operational skills to diagnose and resolve any IT operations failures that occur. • To manage all physical IT environments, usually data centers, computer rooms and recovery sites. 	<p style="text-align: center;">Application Management</p> <ul style="list-style-type: none"> • To deliver new and modified applications that are well designed, interface with existing architectures, are resilient and cost-effective. • To ensure the functionality and performance requirements of the business are delivered in optimal fashion. • To use appropriate skills to maintain optimum availability of applications. • To assist in the decision whether to build or buy software that meets business requirements.

B)

<p style="text-align: center;">Service Desk</p> <ul style="list-style-type: none"> • To act as a single point of contact for all IT incidents, requests, problems and general communication. • To restore services as quickly as possible in the case of disruption. • To improve user awareness of IT issues and to promote efficient use of IT services and resources. • To resolve incidents, problems and service requests using defined processes and procedures. 	<p style="text-align: center;">Technical Management</p> <ul style="list-style-type: none"> • To maintain the 'status quo' to achieve stability of the organization's IT services. • To identify potential improvements to achieve improved service at reduced costs, whilst optimizing stability. • To coordinate swift technical skills to diagnose and resolve any IT operations failures that occur. • To manage all physical IT environments, usually data centers, computer rooms and recovery sites.
<p style="text-align: center;">IT Operations Management</p> <ul style="list-style-type: none"> • To build highly resilient, cost effective technical architectures. • To use adequate technical skills to maintain the technical infrastructure in optimum condition • To use technical skills to speedily diagnose and resolve any technical failures that do occur. • To test applications for identifying the potential impact on the production environment. • To contact users to advise when technical problems are resolved. 	<p style="text-align: center;">Application Management</p> <ul style="list-style-type: none"> • To build new and modified applications that are well designed, interface with existing architectures, are resilient and cost-effective. • To ensure the functionality and usability requirements of the business are delivered in optimal fashion. • To ensure resources are effectively trained and deployed to deliver and support IT Services. • To efficiently respond to failures and diagnose and resolve any disruptions that occur.

C)

<p style="text-align: center;">Service Desk</p> <ul style="list-style-type: none"> • To act as a single point of contact for all customer incidents, requests and general communication. • To restore services as quickly as possible in the case of disruption. • To improve user awareness of IT issues and to promote efficient use of IT services and resources. • To assist the other IT functions by managing user communication and resolving incidents and requests using defined procedures. 	<p style="text-align: center;">Technical Management</p> <ul style="list-style-type: none"> • To build highly resilient, cost effective technical architectures. • To use adequate technical skills to maintain the technical infrastructure in optimum condition • To use technical skills to speedily diagnose and resolve any technical failures that do occur. • To ensure resources are effectively trained and deployed to deliver and support IT Services. • To contact users to advise when technical problems are resolved.
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D)

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- A. Option A
- B. Option B
- C. Option C
- D. Option D

Answer: A

Scenario

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- ✍ Finance and Administration
- ✍ Human Resources
- ✍ Information Technology

The organization is also actively pursuing growth in the online market, and is currently holding discussions with the leading online news provider about the possible acquisition of their company. This would increase the overall size of Vision Media by around 15%.

The Information Technology department acts as a Shared Service Unit, providing IT Services to all of sub-companies and departments, which complement some of the Internal Service Providers that also exist. The director of Information Technology has realized the need to improve the quality of services offered by implementing ITIL, and has decided to do so using a phased approach. Some of the Service Design and Service Transition processes have already been implemented, and they are now planning the implementation of Service Operation.

While the IT director does have tentative support from the other directors and CEO, budgets for implementing the Service Operation processes have not been finalized, and still require a business case to be formally submitted.

Refer to the exhibit.

The IT director is required to submit a business case to the board of directors of Vision Media for the implementation of Service Operation. Which of the following responses is the BEST summary of the benefits of implementing Service Operation (processes

and functions), to be included in the business case?

A. As part of the ongoing Service Management initiative within Vision Media, the implementation of Service Operation is a vital element necessary to enable service quality and reduce the overall expenditure on IT. This is because Service Operation is ultimately where the designs and optimizations introduced by IT are supported, and from an IT perspective where the actual value of IT Service Management is seen. Specific benefits delivered as a result of improved Service Operation includes:

Increased effectiveness and efficiency in IT Service delivery and support

Reduced operational spending on IT

Increased customer and user satisfaction of IT services

Improved availability and performance of agreed IT services

Given current plans for growth of Vision Media and possible acquisitions, the implementation of Service Operation is especially important to provide processes for reactively managing a growing end user population and increased scope and complexity in IT infrastructure utilized.

B. As part of the ongoing Service Management initiative within Vision Media, the implementation of Service Operation is a vital element necessary to further improve service quality, and to realize the value of the previous projects already completed (refer Service Design and Service Transition projects). This is because Service Operation is ultimately where the designs and optimizations introduced by IT are executed and measured, and from a business viewpoint where the actual value of IT is seen. Specific benefits delivered as a result of improved Service Operation includes:

Increased effectiveness and efficiency in IT Service delivery and support

Increased return on investments (ROI) into IT

Increased value on investments (VOI) into IT

Increased customer and user satisfaction of IT services

Given current plans for growth of Vision Media and possible acquisitions, the implementation of Service Operation processes is especially important to provide cost-effective capabilities for managing a growing end user population and increased scope and complexity in IT infrastructure utilized.

C. As part of the ongoing Service Management initiative within Vision Media, the implementation of Service Operation is a vital element necessary to enable service quality and reduce the overall expenditure on IT. This is because Service Operation is ultimately where the designs and optimizations introduced by IT are deployed, and from a business perspective where the actual value of IT Service Management is seen. Specific benefits delivered as a result of improved Service Operation includes:

Fewer disruptions to agreed IT services

Reduced operational spending on IT

Increased job satisfaction of IT staff

Improved availability and performance of agreed IT services

Given current plans for growth of Vision Media and possible acquisitions, the implementation of Service Operation is especially important to provide processes for reactively managing a growing end user population and increased scope and complexity in IT infrastructure utilized.

D. As part of the ongoing Service Management initiative within Vision Media, the implementation of Service Operation is a vital element necessary to achieve service quality and support the objectives defined for the IT department. This is because Service Operation is ultimately where the designs and optimizations introduced by IT are supported, and from a business viewpoint where the actual value of IT is seen. Specific benefits delivered as a result of improved Service Operation includes:

Increased effectiveness and efficiency in IT Service delivery and support

Increased return on investments (ROI) into IT

Reduced operational spending on IT

Increased customer and user satisfaction of IT services

Given current plans for growth of Vision Media and possible acquisitions, the implementation of Service Operation is especially important to provide cost-effective processes for managing a growing end user population and increased scope and complexity in IT infrastructure utilized.

Answer: B

Question No : 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

Answer: D

Question No : 4

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 ITS 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 ITS 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

Answer: A

Question No : 5

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.

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?

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 • 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

B)

<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

C)

<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)

D)

<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

- A. Option A
- B. Option B
- C. Option C
- D. Option D

Answer: D

Question No : 6

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

Answer: B

Question No : 7

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.

As CIO, you decide to reorganize the Service Desk structure as a means to address the levels of service. You decide to use a follow the sun Service Desk. Which of the following descriptions do you present to the Business as your solution?

- A.** By implementing a follow the sun SD, you use current data to determine minimum staffing requirements in each location to support its own location and the expected support levels in other locations. You then ensure that SD staff are trained on all current services. You appoint 2 Super Users per Service Desk to act as a buffer and to assist the users. You set up SD schedule based on usage and work hours.
- B.** By implementing a follow the sun SD, you use current data to determine minimum staffing requirements in each location to support its own location and the expected support levels in other locations. You then ensure that all SD staff are trained on all current services and able to provide an average of 60% 1st line support as a target you appoint 2 Super Users per location to act as a buffer and to assist the users. You set up SD schedule based on usage and work hours

C. By implementing a follow the sun SD, you will start by investigating if the current infrastructure is capable of supporting a global service desk, including use of VOIP technology (this is possible). You use current data to determine minimum staffing requirements in each location to support its own location and the expected support levels in other locations. You decide to use English as the main language for all support. You then ensure that all SD staff are trained on all current services and able to provide an average of 60% 1st line support as a target you appoint 2 Super Users per location to act as a buffer and to assist the users. You setup SD schedule based on usage and work hours

D. By implementing a follow the sun SD, location. You decide to keep local languages for SD. You use current data to determine minimum staffing requirements in each location to support its own location. You then ensure that all SD staff are trained on local services and able to provide an average of 60% 1st line support as a target. You appoint 2 Super ServiceDesk Operators per location to act as a buffer and to assist the users.

Answer: C

Question No : 8

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

Answer: C

Question No : 9

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

Through further investigation you identify that there is no formal means of collecting data to identify service improvement, other than customer surveys. These are very subjective and do not give a balanced picture regarding quality of service.

Through discussions with the Continual Service Improvement Manager, you decide to start collecting a range of metrics to help identify service improvements.

Which metrics would be relevant to Service Desk?

A. % of calls resolved by Service Desk

Average time to identify incident

Average time to escalate incident

% of user updates conducted within target times

Customer feedback

Average Service Desk cost of handling incident

B. % of calls resolved by Service Desk

Average time to resolve incident

Average time to escalate incident

% of customer updates conducted within target times

Customer feedback

Average Service Desk cost of handling incident

C. 0 % of calls answered by Service Desk

Average time to escalate incident

% of customer updates conducted within Service Desk hours

Customer feedback

Average cost of handling incident

D. % of calls answered by Service Desk

Average time to resolve problems

Average time to escalate problem

% of customer updates conducted within Service Desk times

Customer feedback

Average cost of handling problem

Answer: B

Question No : 10

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

Answer: B