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Vendor:ITIL

Exam Code:ITIL-PRACTITIONER

Exam Name:ITIL Practitioner Certification - IT Service
Management

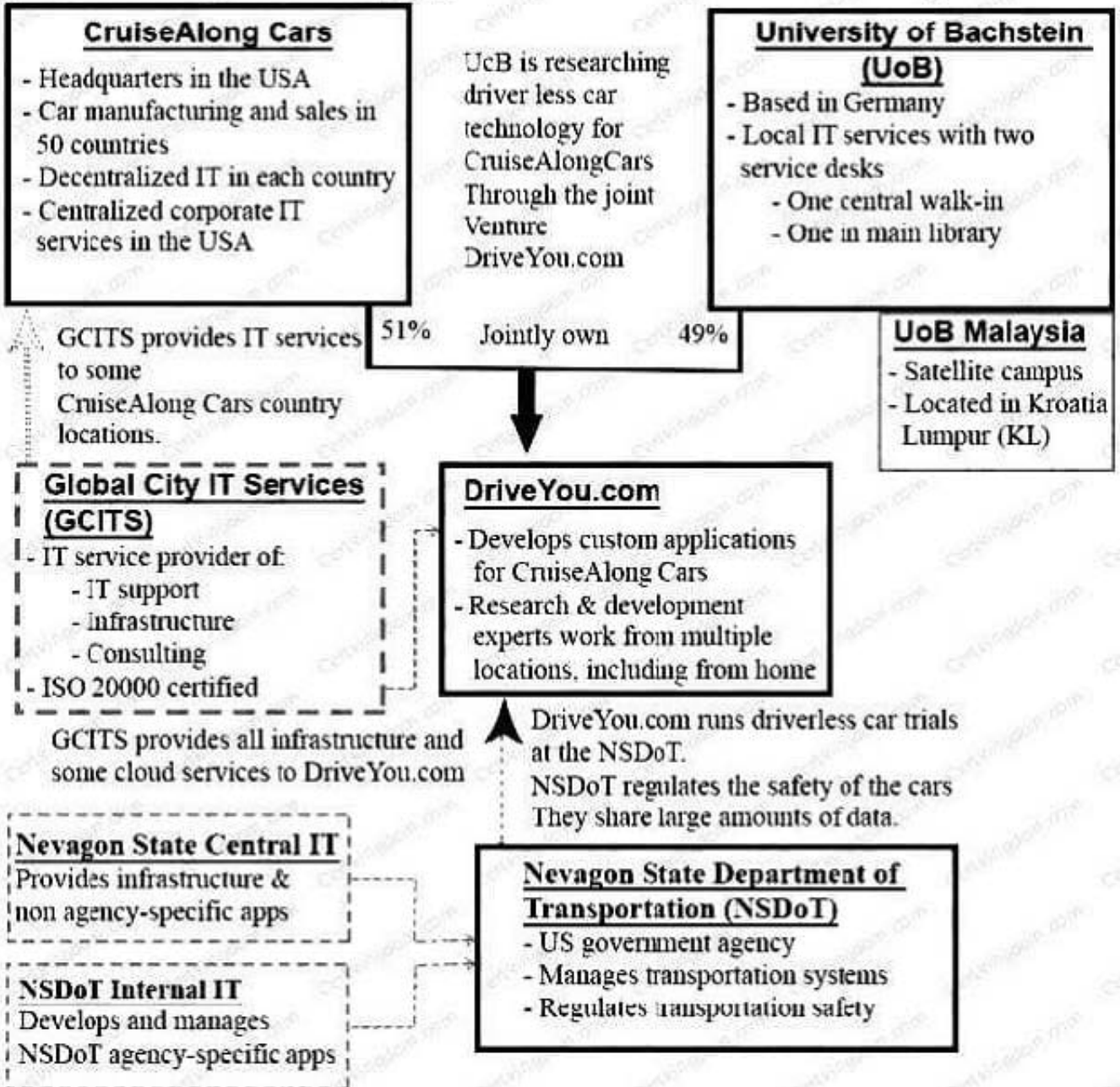
Version:Demo

QUESTION 1

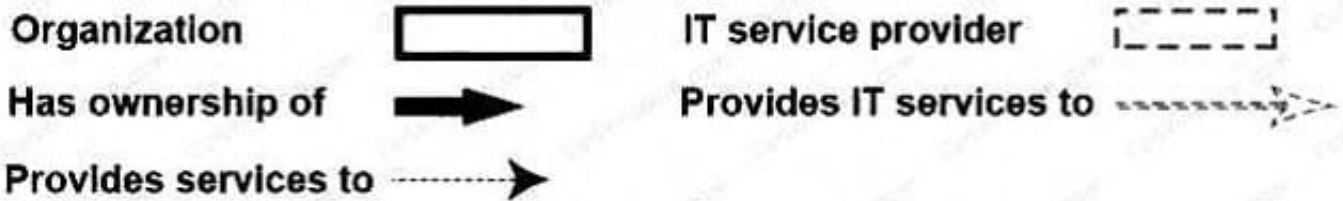
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Scenario:

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Legend



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During which two activities is it MOST important to measure average cost per incident?

	Activity
1	Agreeing the high-level objectives for the improvement initiative
2	Understanding the current situation
3	Reviewing the improvement initiative to see if it has succeeded
4	Defining the detailed objectives for the improvement initiative

A. 1 and 2.

B. 2 and 3.

C. 3 and 4.

D. 1 and 4.

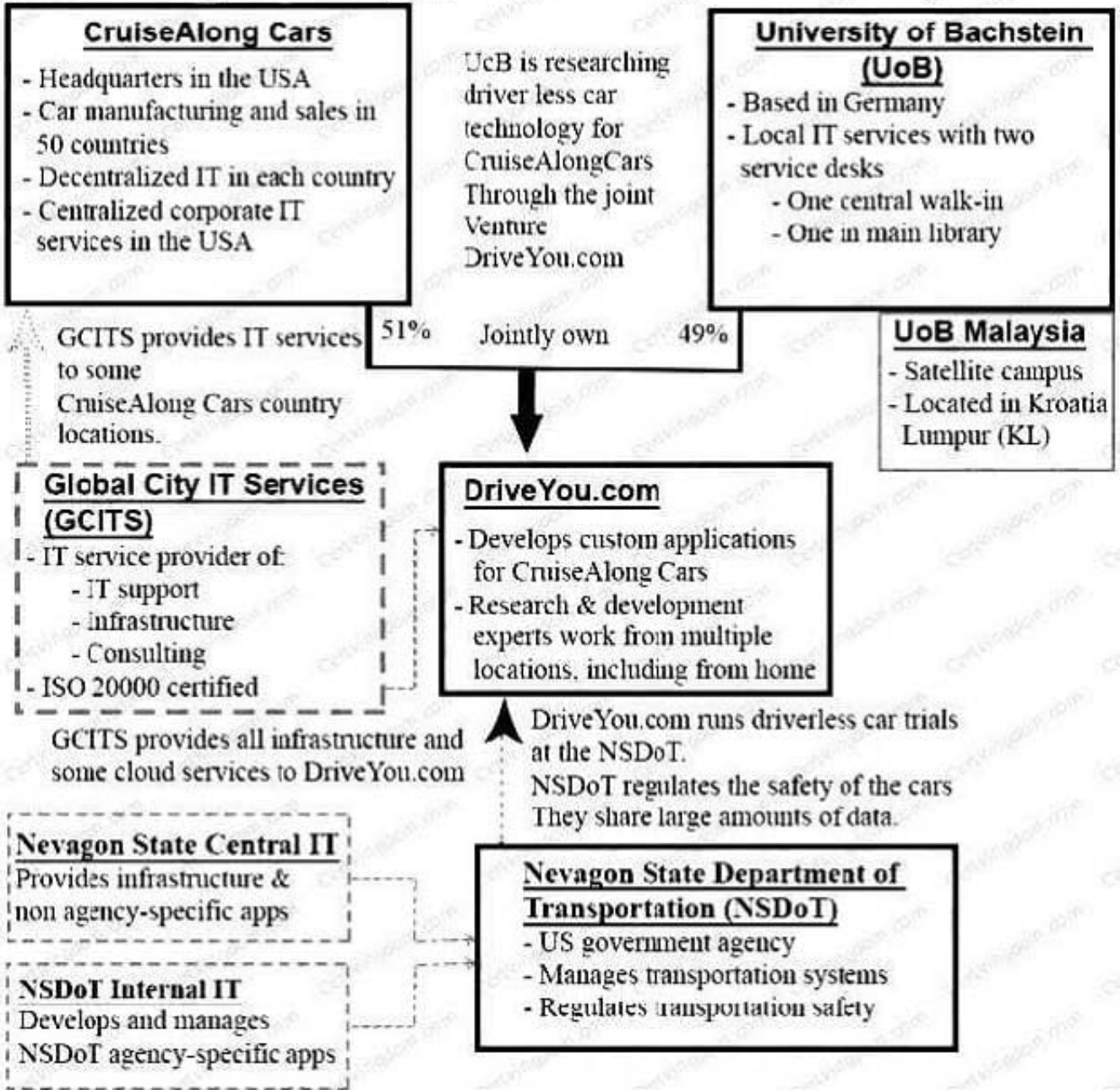
Correct Answer: A

QUESTION 2

See the Scenario for additional information.

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Organization



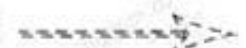
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What is the BEST way to follow the guiding principle 'observe directly' when defining the requirements for the new consolidated ITSM toolset?

- A. Hold a workshop with IT support staff and business process owners in all countries.
- B. Hold a workshop with a representative group of IT support staff and business management.
- C. Visit a representative group of IT management and IT support staff.
- D. Visit senior IT management and business management in all countries.

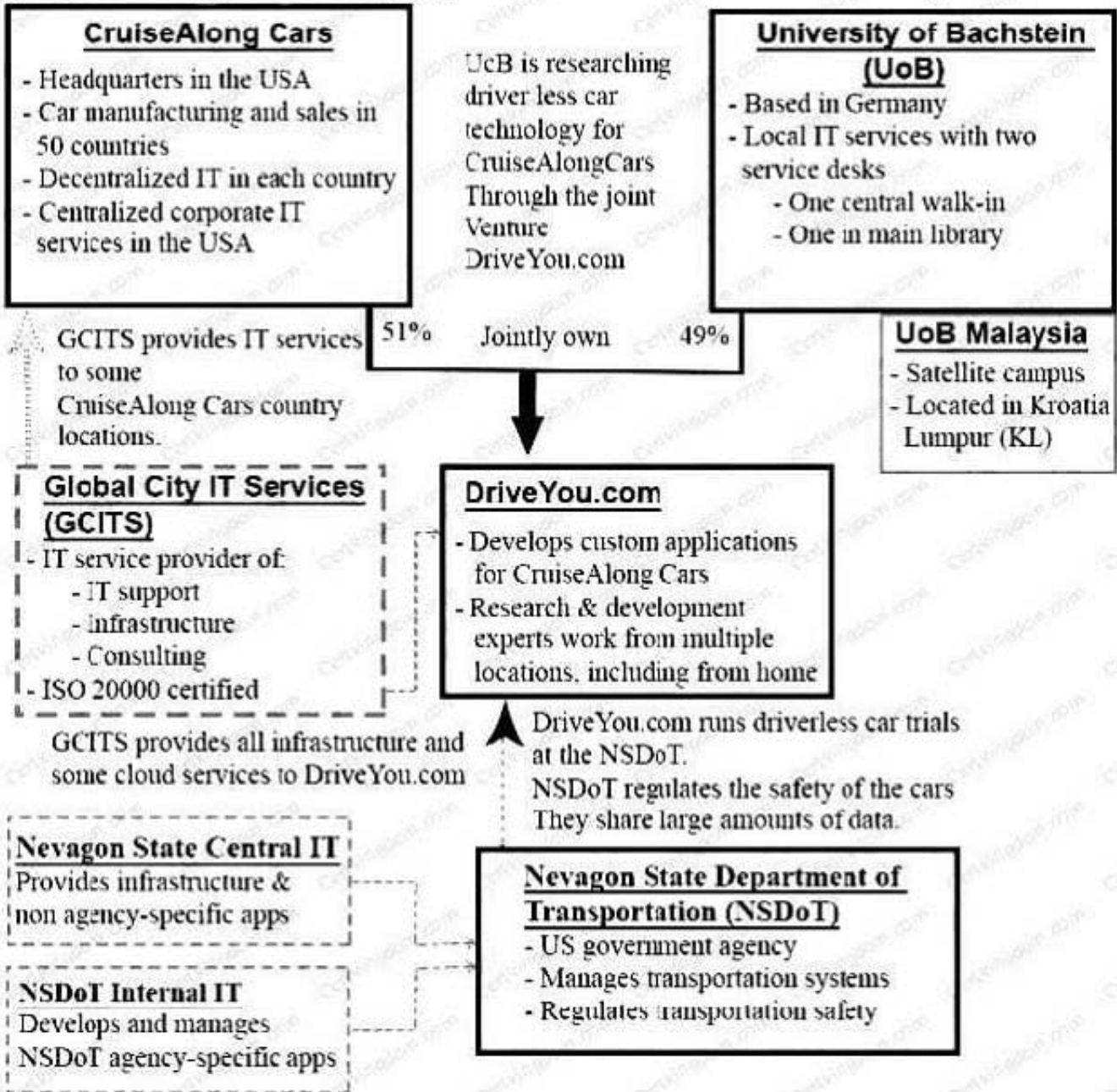
Correct Answer: C

QUESTION 3

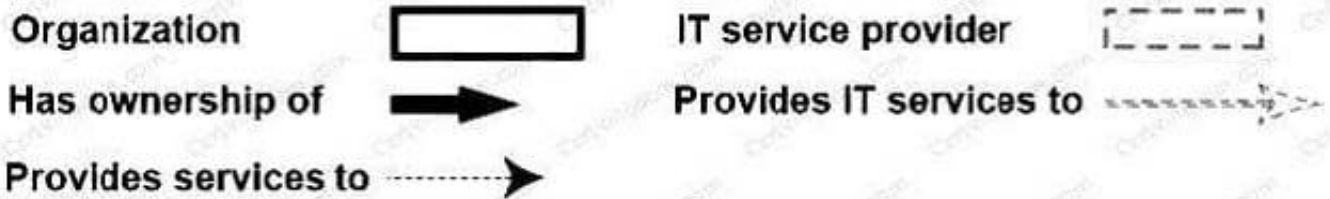
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Which is the BEST tool to use, and to whom will it be provided?

A. A RACI model authority matrix, provided to the project manager when approving the design costs.

- B. A stakeholder map, provided to the project manager when approving the design costs.
- C. A RACI model authority matrix, provided to the service desk during deployment.
- D. A stakeholder map, provided to the service desk during deployment.

Correct Answer: C

QUESTION 4

Which is an example of using the communication principle `timing and frequency matter`?

- A. Repeating a training video in a variety of languages because there are staff in different countries.
- B. Creating a multi-media briefing to update all staff on major changes to organizational structure.
- C. Repeating a presentation to allow for the hours of work in a global organization.
- D. Creating a targeted bulletin that allows different staff groups to feedback on improvement opportunities.

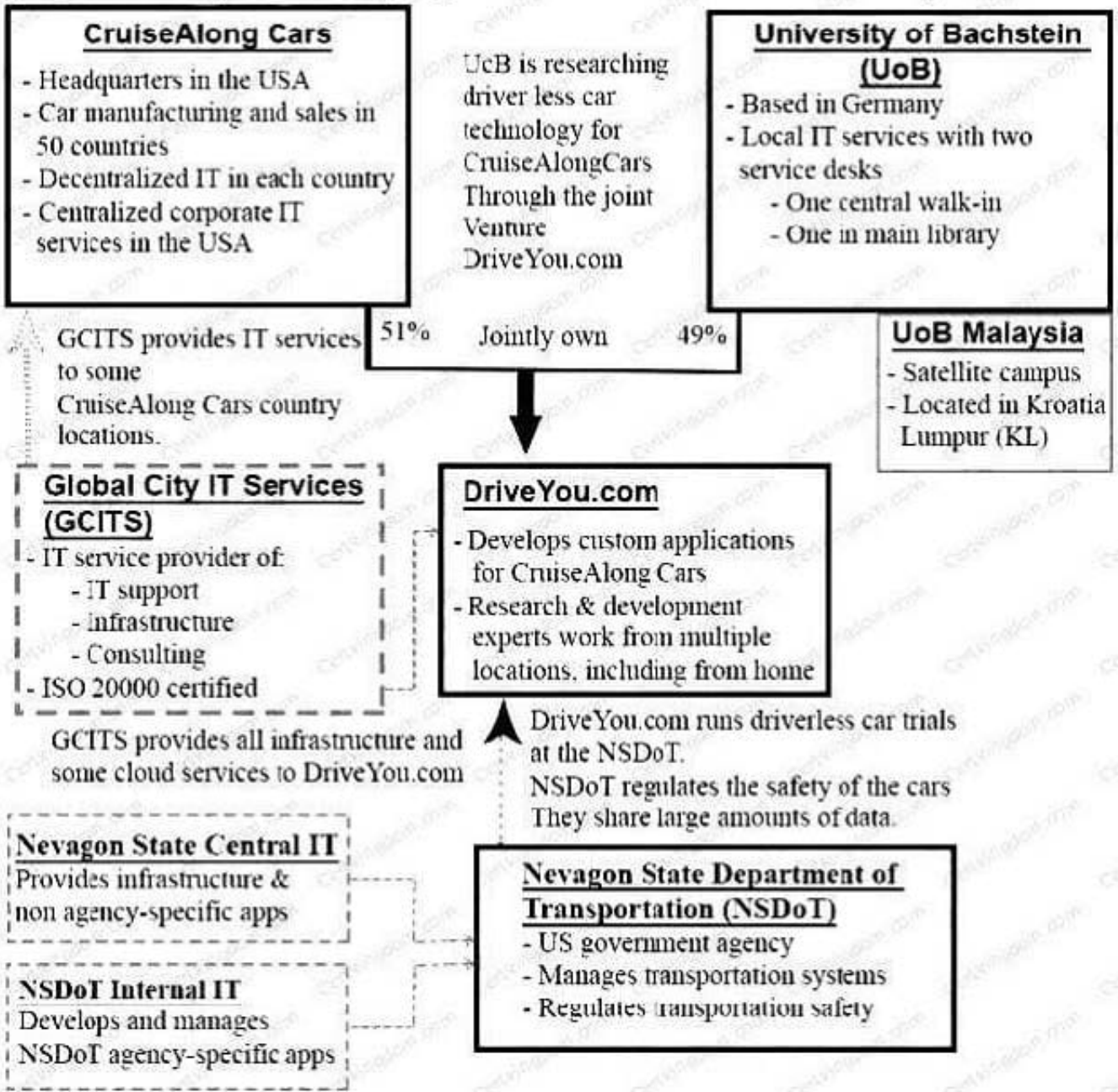
Correct Answer: D

QUESTION 5

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Organization



IT service provider



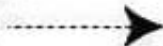
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Which KPI is the MOST appropriate?

- A. Customer satisfaction with mobile services is higher than 90%.
- B. Network availability for mobile services is maintained at 99.6%.
- C. Incident turnaround time for mobile services is improved by 15%.
- D. Cost per incident for mobile services is within 2% of target

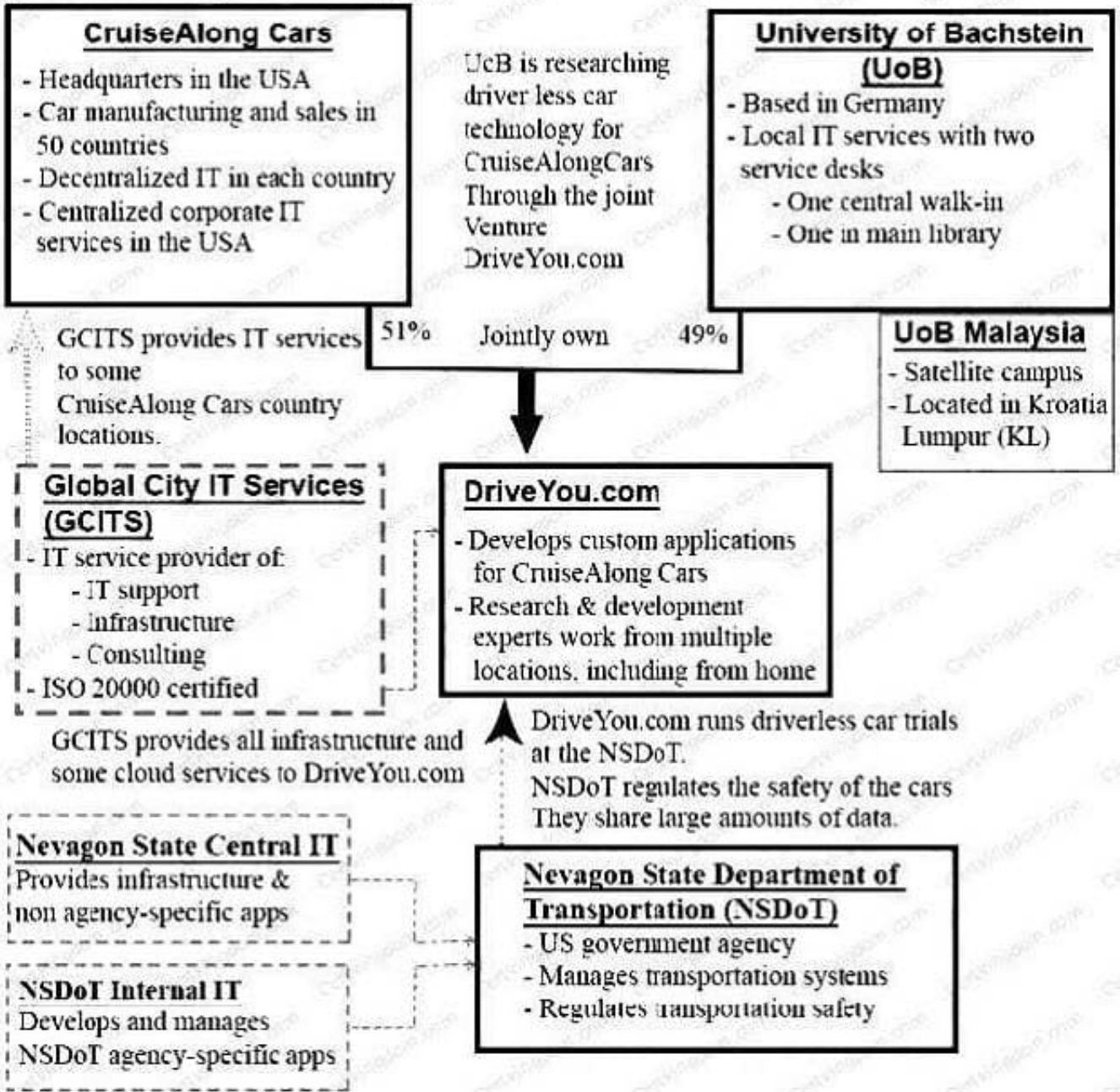
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QUESTION 6

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IT service provider



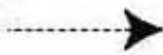
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The new service will be delivered by the existing GCITS centralized service desk. It will include 24/7

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 get there? Step, a plan will be created for implementing changes to the service

desk procedures. Some issues with the service desk staff are anticipated.

Which OCM activity is the BEST to address the relevant service desk issue?

	Service desk issue	OCM activity
a)	Inconsistent engagement in the project	Create a plan for regular measurement and reporting
b)	Poorly defined roles and responsibilities for the new procedures	Conduct a training needs analysis
c)	Resistance to using the new procedures	Invite users to share success stories
d)	Lack of training for the new service and procedures	Implement a staff reward scheme

A. Service desk issue: Inconsistent engagement in the project OCM activity: Create a plan for regular measurement and reporting

B. Service desk issue: Poorly defined roles and responsibilities for the new procedures OCM activity: Conduct a training needs analysis

C. Service desk issue: Resistance to using new procedures OCM activity: Invite users to share success stories

D. Service desk issue: Lack of training for the new service and procedures OCM activity: Implement a staff reward scheme

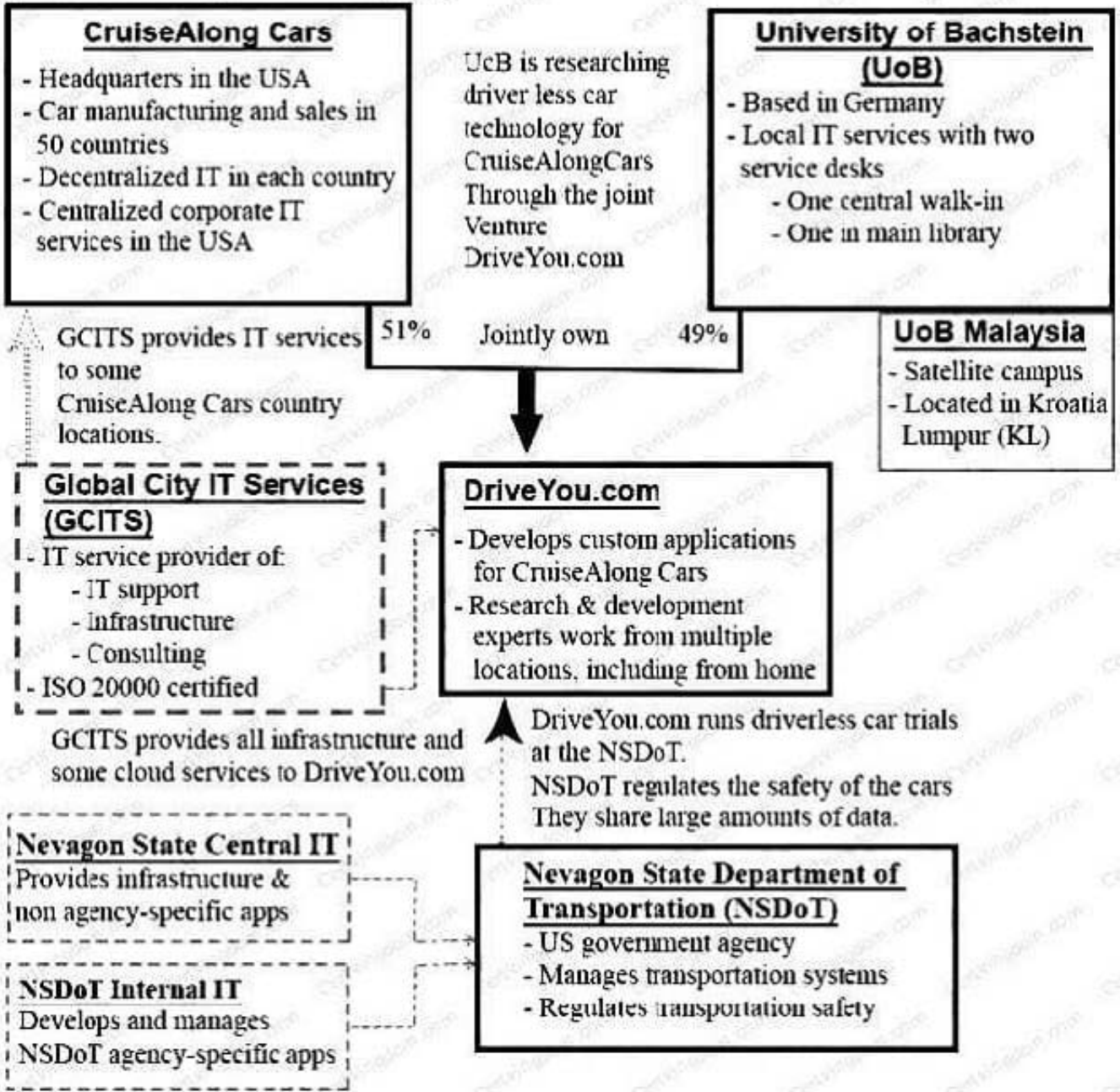
Correct Answer: A

QUESTION 7

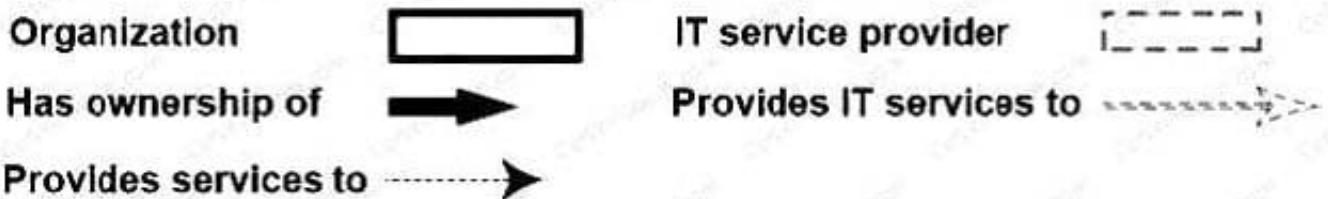
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What is the BEST way to define the role of the BRM at the university?

- A. Adopt a job description that matches the example of the BRM role in the ITIL guidance.
- B. Appoint the BRMs and ask them to define their own role, based on ITIL guidance.
- C. Identify the expected outcomes and define the BRM role by building on the guidance in ITIL.
- D. Adopt the job descriptions of business analysts and ensure they focus on the customer aspect of their work.

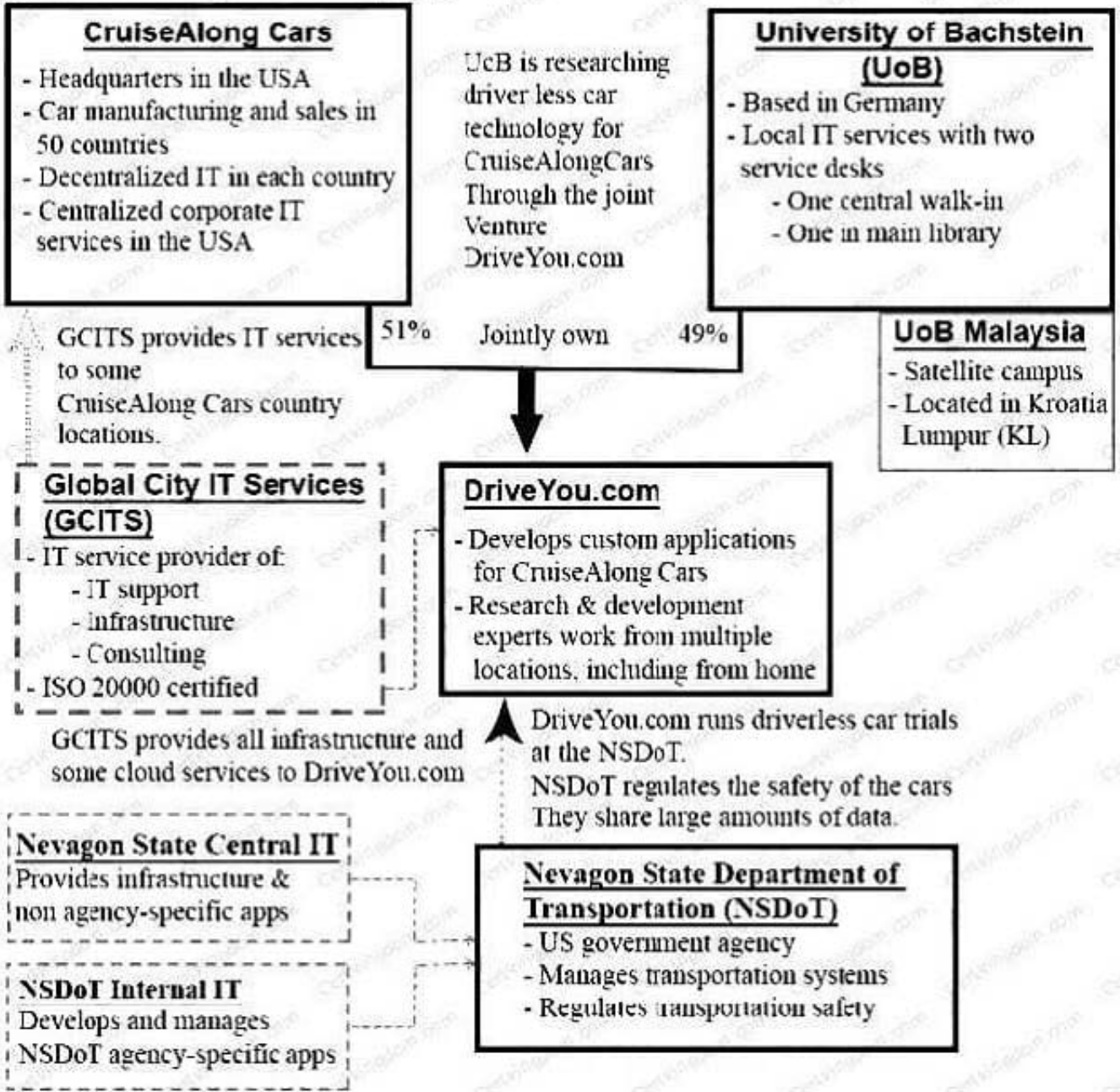
Correct Answer: C

QUESTION 8

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Which row of information BEST supports the business case?

A. Key stakeholders: Central IT CIO Selected country CIOs Baseline value: Time taken to produce weekly reports = 1 day Expected result: Time taken to produce weekly reports = 0.5 day

B. Key stakeholders: Central IT CIO All country CIOs Baseline value: Number of incorrectly categorized incidents per month = 50 Expected result: Number of incorrectly categorized incidents per month = 30

C. Key stakeholders: Central IT CIO Selected country CIOs Baseline value: Total IT headcount = 470 Expected result: Total IT headcount = 500

D. Key stakeholders: Central IT CIO All country CIOs Baseline value: Average cost per incident = \$12.50 Expected result: Average cost per incident = \$9.00

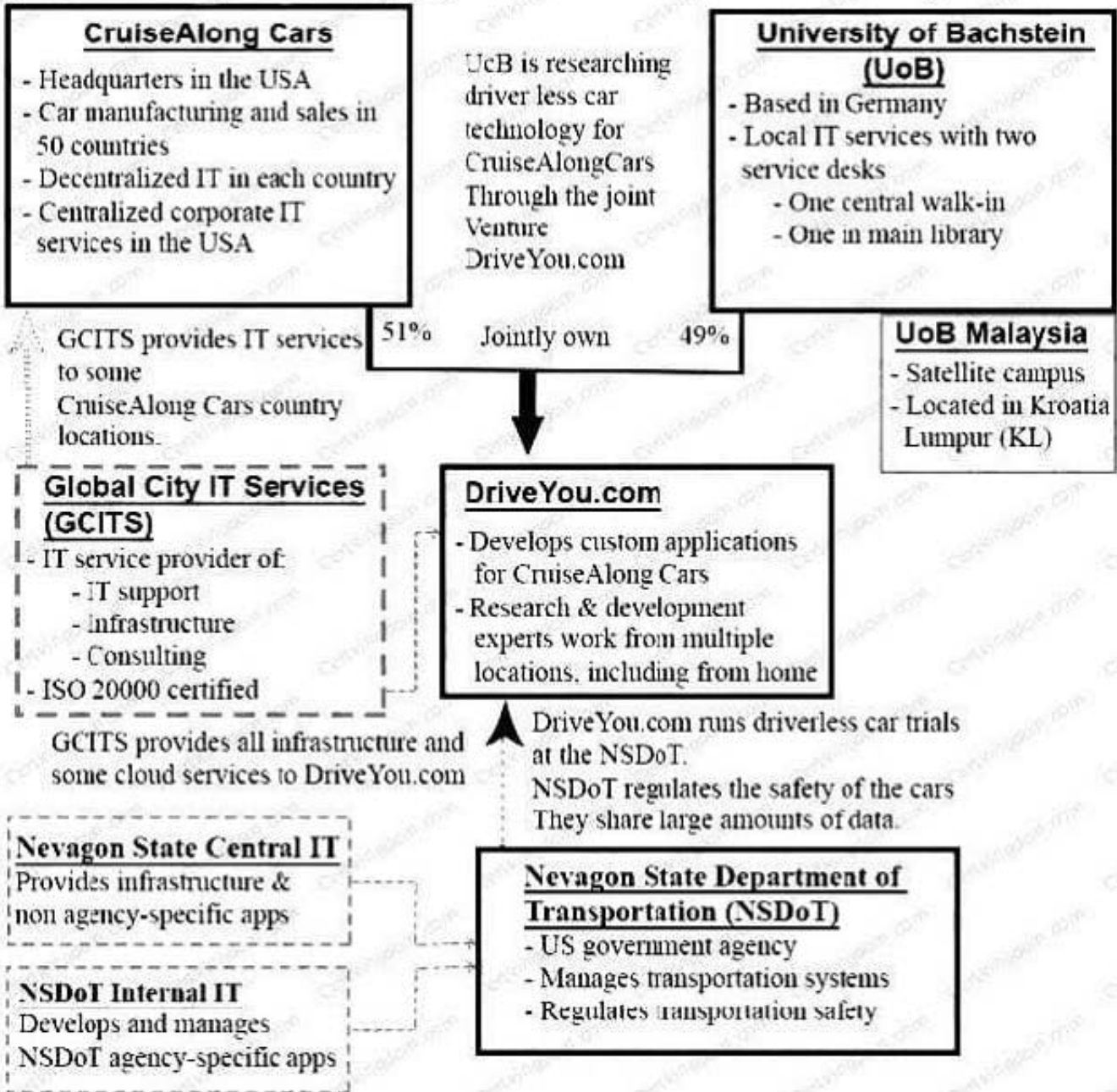
Correct Answer: D

QUESTION 9

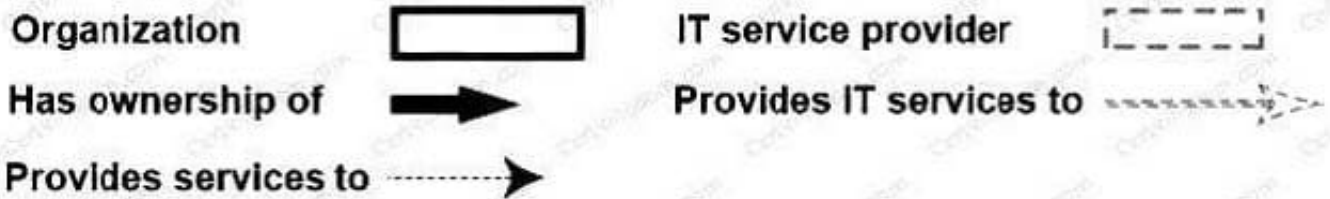
See the scenario for additional informational.

Scenario:

(Note: The companies and people within the scenario are fictional)



Legend



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Which guiding principle should have been followed to avoid this situation, and why?

A. Guiding principle: Keep it simple Why: The customers and users were not kept informed of the progress of the project

resulting in negative perception of the results

B. Guiding principle: Progress iteratively Why: Everything the service provider does needs to map directly to value for the UoB customers and other stakeholders

C. Guiding principle: Design for experience Why: Even though functional requirements were met the UoB customer interaction with the service was ignored leading to dissatisfaction

D. Guiding principle: Collaborate Why: The wrong people were involved in the agreement of functional requirements when designing the solution.

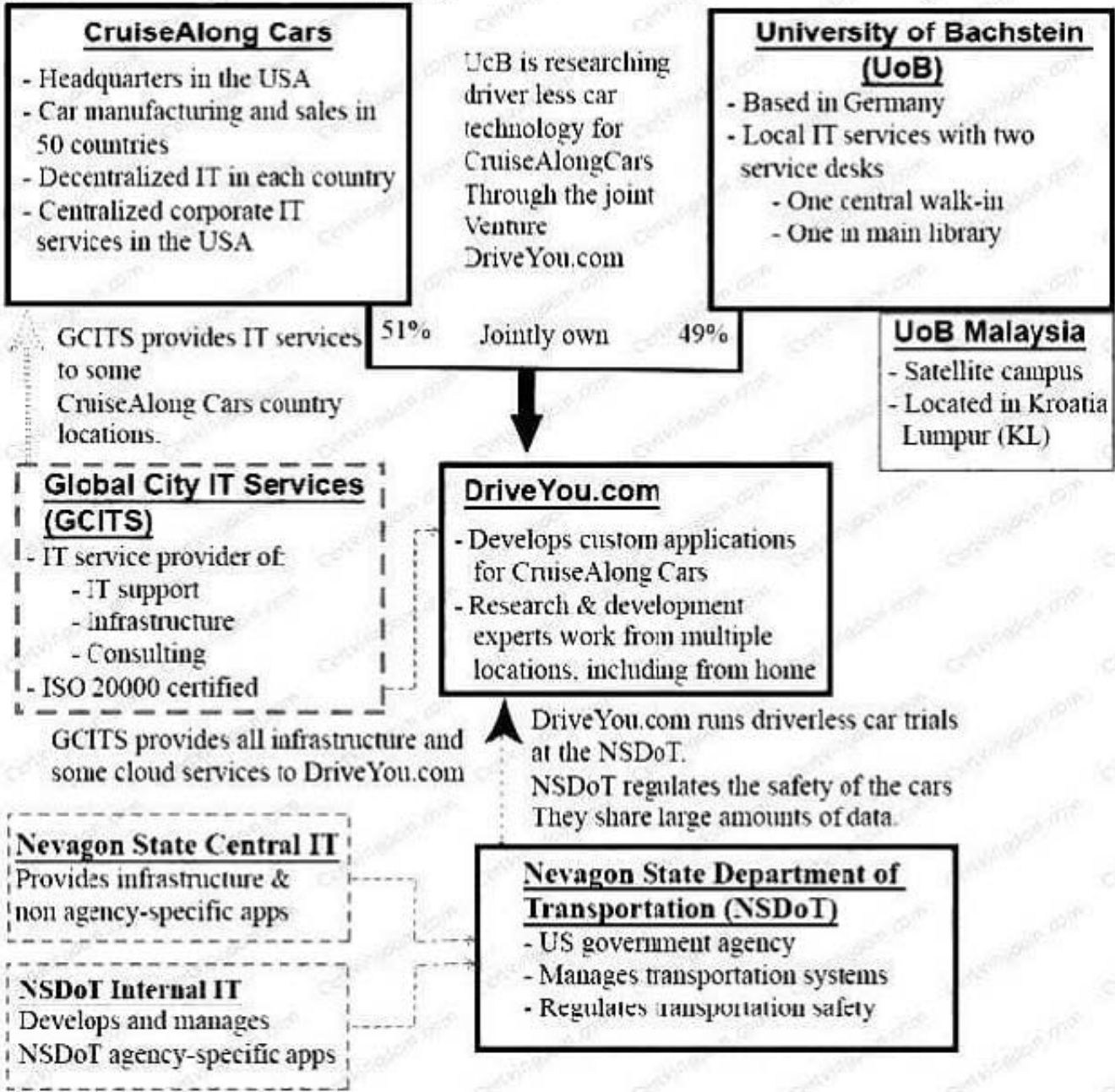
Correct Answer: C

QUESTION 10

See the scenario for additional informational.

Scenario:

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Legend

Organization



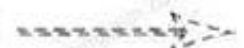
IT service provider



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Provides IT services to



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- A. 'Timing and frequency matter' because 'where are we now?' requires that messages to all stakeholders are kept simple.
- B. 'There is no single correct method of communication because 'how do we get there?' requires coordination from a diverse range of stakeholders.
- C. 'Timing and frequency matter' because 'what is the vision?' will need regular reinforcement to ensure the execution of the project is a success.
- D. 'There is no single correct method of communication' because 'where do we want to be?' is different for every stakehold

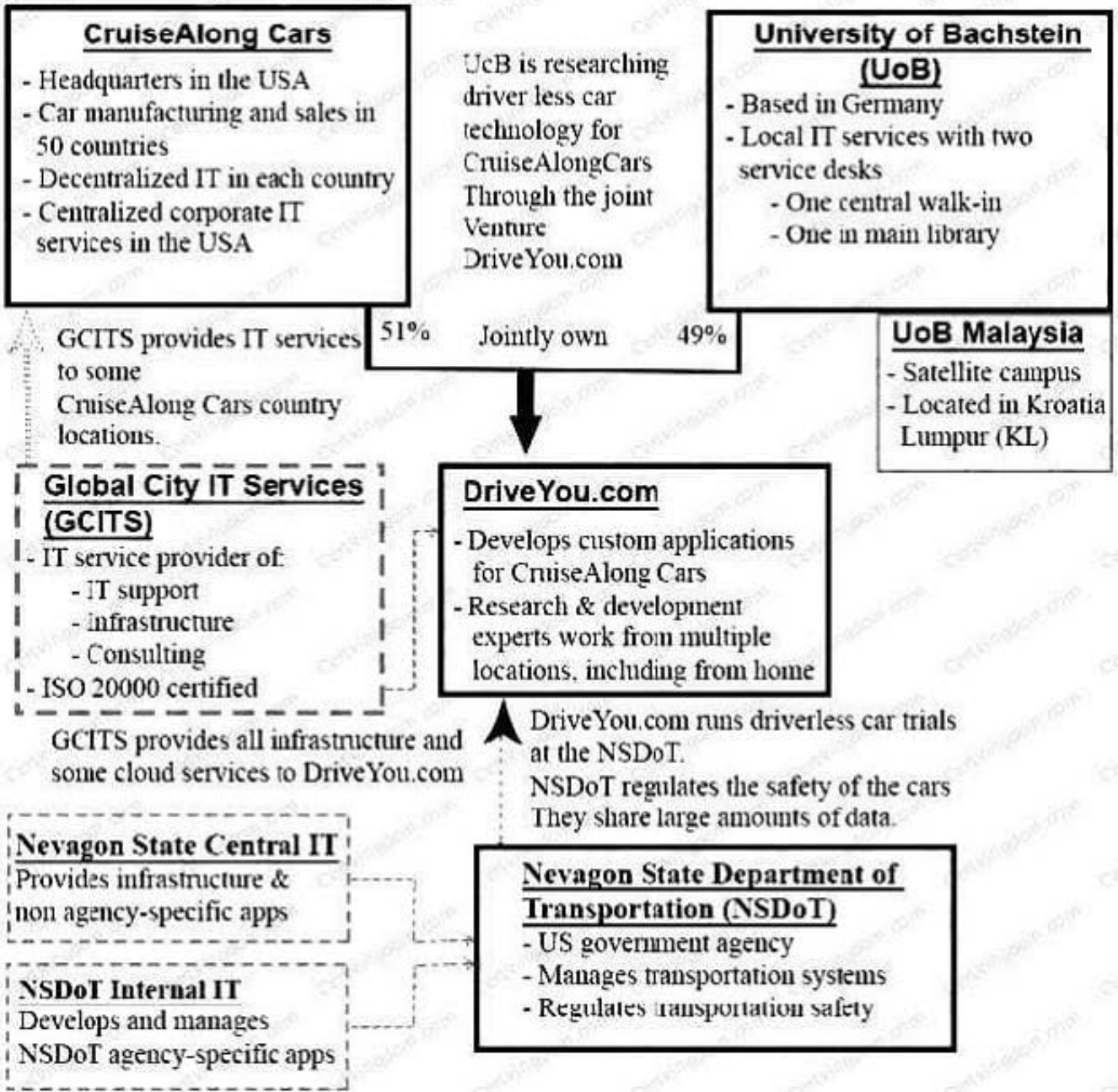
Correct Answer: B

QUESTION 11

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Legend

Organization



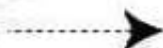
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Which are the BEST two outputs of the assessment?

	Outputs
a)	Customer satisfaction; Process maturity of incident management and request fulfilment
b)	Process metrics; Organizational maturity of CruiseAlong Cars business units
c)	Customer satisfaction; Change readiness of CruiseAlong Cars IT departments
d)	Process metrics; SWOT analysis of all service management processes

- A. Customer satisfaction; Process maturity of incident management and request fulfilment
- B. Process metrics; Organizational maturity of CruiseAlong Cars\' business units
- C. Customer satisfaction; Change readiness of CruiseAlong Cars\' IT departments
- D. Process metrics; SWOT analysis of all service management processes.

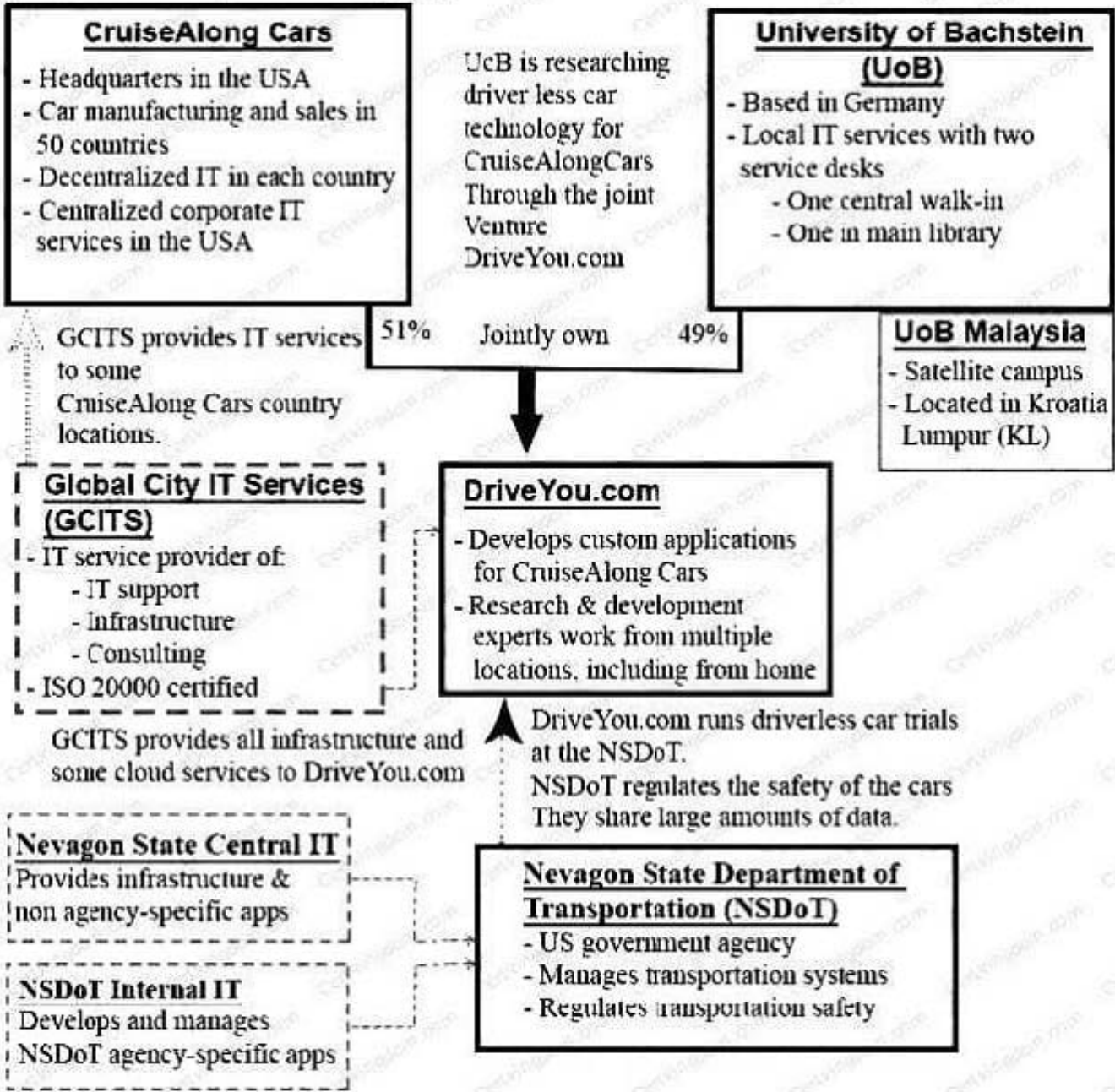
Correct Answer: B

QUESTION 12

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Scenario:

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Organization



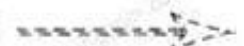
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Which two KPIs are BEST to underpin this CSF?

	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