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QUESTION NO: 1

Scenario

You are the CIO of a large stock broking 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.

With this new merger comes new support issues. Complaints are coming in to say that there si 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: ○ 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
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: ○ 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

C)

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 waiting time for requesting and receiving access to existing or new services, therefore also reducing the complaints from users	You raise the following benefits: ○ 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

D)

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: ○ 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

A. Option A

B. Option B

C. Option C

D. Option D

ANSWER: A

QUESTION NO: 2

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: 3

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: 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

ANSWER: B

QUESTION NO: 5

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