Exin

Exam ITILSC-OSA

ITIL Service Capability Operational Support and Analysis Exam

Verson: Demo

[Total Questions: 10]

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Exin ITILSC-OSA : Practice Test

Question No : 1

Scenario

Vision Media is an international media organization, operating variouslines 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 iscomprised 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 newsprovider about the possible acquisition of their company. This wouldincrease the overall size of Vision Media by around 15%.

The Information Technology department acts as a Shared ServiceUnit, providing IT Services to all of sub-companies and departments,which complement some of the Internal Service Providers that alsoexist. The director of Information Technology has realized the need toimprove the quality of services offered by implementing ITIL, and hasdecided to do so using a phased approach. Some of the ServiceDesign and Service Transition processes have already beenimplemented, and they are now planning the implementation ofService Operation.

While the IT director does have tentative support from the otherdirectors and CEO, budgets for implementing the Service Operationprocesses have not been finalized, and still require a business caseto be formally submitted.

Refer to the exhibit.

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

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

A)

Service Desk	Technical Management
- 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.	- 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.
IT Operations Management	Application Management
- 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.	- 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.

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B)

Service Desk	Technical Management
• 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.	• 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.
IT Operations Management	**Application Management**
• 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.	• 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)

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Service Desk	Technical Management
• 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.	• 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.
IT Operations Management	**Application Management**
• To maintain the 'status quo' to achieve stability of the organization's day to day processes and activities. • 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.	• 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 test applications prior to deployment into the production environment. • To efficiently respond to failures and diagnose and resolve any disruptions that occur.

D)

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Service Desk	Technical Management
• 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.	• 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.
IT Operations Management	**Application Management**
• 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.	• 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.

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

Answer: A

Question No : 2

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Scenario

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

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- ✎ Television (production and delivery of their own channel in theUnited States VisionOne)
- ✎ Print media (including newspapers in 15 countries)
- ✎ Online Advertising

The organization has recently been restructured, and now iscomprised 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 inthe delivery of printed newspapers, as well as being thecentralized source of news information for all company ownedmedia 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 newsprovider about the possible acquisition of their company. This wouldincrease the overall size of Vision Media by around 15%.

The Information Technology department acts as a Shared ServiceUnit, providing IT Services to all of sub-companies and departments,which complement some of the Internal Service Providers that alsoexist. The director of Information Technology has realized the need toimprove the quality of services offered by implementing ITIL, and hasdecided to do so using a phased approach. Some of the ServiceDesign and Service Transition processes have already beenimplemented, and they are now planning the implementation ofService Operation.

While the IT director does have tentative support from the otherdirectors and CEO, budgets for implementing the Service Operationprocesses have not been finalized, and still require a business caseto be formally submitted.

Refer to the exhibit.

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

andfunctions), to be included in the business case?

A. As part of the ongoing Service Management initiative withinVision Media, the implementation of Service Operation is a vitalelement necessary to enable service quality and reduce theoverall expenditure on IT. This is because Service Operation isultimately where the designs and optimizations introduced by ITare supported, and from an IT perspective where the actual valueof IT Service Management is seen. Specific benefits delivered asa result of improved Service Operation includes:
Increased effectiveness and efficiency in IT Service deliveryand 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 possibleacquisitions, the implementation of Service Operation is especiallyimportant to provide processes for reactively managing a growing enduser population and increased scope and complexity in ITinfrastructure utilized.

B. As part of the ongoing Service Management initiative withinVision Media, the implementation of Service Operation is avital element necessary to further improve service quality, andto realize the value of the previous projects already completed(refer Service Design and Service Transition projects). This isbecause Service Operation is ultimately where the designsand optimizations introduced by IT are executed andmeasured, and from a businessviewpoint where the actualvalue of IT is seen. Specific benefits delivered as a result ofimproved 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 possibleacquisitions, the implementation of Service Operation processes isespecially important to provide cost-effective capabilities formanaging a growing end user population and increased scope andcomplexity in IT infrastructure utilized.

C. As part of the ongoing Service Management initiative withinVision Media, the implementation of Service Operation is a vitalelement necessary to enable service quality and reduce theoverall expenditure on IT. This is because Service Operation isultimately where the designs and optimizations introduced by ITare deployed, and from a business perspective where the actualvalue of IT Service Management is seen. Specific benefitsdelivered 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 possibleacquisitions, the implementation of Service Operation is especiallyimportant to provide processes for reactively managing a growing enduser population and increased scope and complexity in ITinfrastructure utilized.

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D. As part of the ongoing Service Management initiative withinVision Media, the implementation of Service Operation is a vitalelement necessary to achieve service quality and support theobjectives defined for the IT department. This is because ServiceOperation is ultimately where the designs and optimizationsintroduced by IT are supported, and from a business viewpointwhere the actual value of IT is seen. Specific benefits deliveredas a result of improved Service Operation includes:
Increased effectiveness and efficiency in IT Service deliveryand 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 possibleacquisitions, the implementation of Service Operation is especiallyimportant to provide cost-effective processes for managing a growingend user population and increased scope and complexity in ITinfrastructure utilized.

Answer: B

Question No : 3

The success of Service Operation phase is based on some importantCritical Success Factors. From the options below, which would bethe most important for Service Operation?

A. Management support for using phase
Business support to ensure users use Service Desk as little aspossible
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

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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 consumertelecommunication services, and is currently seeking ways in which toimprove its utilization of IT services to drive growth across its' multiplelines of business. One of the largest organizations in the UnitedKingdom, 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 retailoutlets)
- ✎ 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 infrastructureservices)

Due to the extensive scope of infrastructure deployed and largeemployee and customer base, Vericom continues to rely on legacysystems for some critical IT services; however this is seen as abarrier to future organizational growth and scalability of servicesoffered. The CIO of Vericom has also raised the concern that whileimprovements to the technology utilized is important, this also needsto be supported by quality IT Service Management practicesemployed by the various IT departments.

The project of improving the IT Service Management practicesemployed by Vericom has been outsourced to external consultantswho are aware of the major IT refresh that is going to be occurringover the next 24 months.

Refer to the scenario.

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With Vericom being a large organization (approximately 40 000 staff),some of the business units have developed their own internal ITdepartments to supplement the services provided by the centralizedInformation Technology Services (ITS) department. This has occurreddue 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 isto remain in place, there has been identified issues relating to a lackof consistency in IT Service Management processes used by thedifferent departments and unclear boundaries for the responsibilitiesof the various IT Service Desks. This has resulted in:

- ✏ End users calling the wrong Service Desk, requiring the call tobe redirected to the appropriate group
- ✏ Inconsistency in the categorization and classification ofservice requests, incidents and problems, causing confusionand frustration when there are multiple IT departmentsinvolved
- ✏ Known Errors being recorded internally within the various ITdepartments, which may in fact have a wider impact on thewhole organization when these are not visible to everyone
- ✏ Inconsistency in the Service Management systems and toolsused for handling service requests, incidents, problems andKnown Errors.

From the following responses, which BEST represents theapproach you would take to overcome the issues describedabove?

A. You realize a coordinated approach is the best method,including:
The development of the ITS Service Desk to be the singlepoint of contact for ALL end user (internal) queries. This willbe performed over a 6 month period, to take account for anytraining and transfer of knowledge that needs to occur. ThisService Desk will then escalate to the appropriate second linegroup (from any of the IT departments) as required.
Develop consistency across all departments for categoriesand priority coding systems used for all service requests,incidents and problems.
Build or purchase a consistent service management tool thatwill be used by all IT departments for managing incidents,problems, Known Errors and service requests.
Holding regular review sessions involving staff from each ofthe IT departments to discuss current issues, recurring andpotential problems future initiatives.
B. You realize a phased approach is the best method, includingfour phases:
Phase 1 – Build or purchase a service management tool thatwill be used by all IT departments for managing incidents,problems and service requests
Phase 2 – Standardize the use of ITIL processes used by theITS department across all IT departments at Vericom
Phase 3 – Deliver training and awareness sessions for staffregarding the importance of the processes and how theyshould be used.
Phase 4 – Review the success of the project and pass anylessons learnt onto future projects
C. You realize a coordinated approach is the best method,including:

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Developing a telephone system that will route calls to theappropriate Service Desk based on the user's input. Thisshould also provide the capability for a Service Desk analystto call them back during peak periods.

Develop consistency in all the categories assigned to servicerequests, incidents and problems across all IT departments.

Build or purchase a service management tool that will be usedby all IT departments for managing incidents, problems,Known Errors and service requests

Hold regular review sessions involving key staff from each ofthe IT departments to discuss current issues and potentialproblems.

D. You realize that improving the business awareness of IT ismost important, and address the issues by:

Identifying the training requirements of end users to improvetheir use of IT service

Implement an online Service Catalogue for all IT Services,with self-help capabilities to log and track incidents, problemsand service requests

Assist Service Level Management in improving the visibility ofthe IT organization in general, and identify areas of customersatisfaction that need improving

Build or purchase a service management tool that will be usedby 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 consumertelecommunication services, and is currently seeking ways in which toimprove its utilization of IT services to drive growth across its' multiplelines of business. One of the largest organizations in the UnitedKingdom, Vericom is comprised of the following business units:

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- Consumer Sales and Marketing (including 400 Vericom retailoutlets)
- 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 infrastructureservices)

Due to the extensive scope of infrastructure deployed and largeemployee and customer base, Vericom continues to rely on legacysystems for some critical IT services; however

this is seen as abarrier to future organizational growth and scalability of servicesoffered. The CIO of Vericom has also raised the concern that whileimprovements to the technology utilized is important, this also needsto be supported by quality IT Service Management practicesemployed by the various IT departments.

The project of improving the IT Service Management practicesemployed by Vericom has been outsourced to external consultantswho are aware of the major IT refresh that is going to be occurringover the next 24 months.

Refer to the scenario.

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

From the options below, which represents the best range ofmeasures for evaluating the success of Incident and ProblemManagement?

A)

Incident Management	Problem Management
- 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)	- 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)

Incident Management	Problem Management
- 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)	- 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)

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Incident Management	Problem Management
• 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	• 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)

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Incident Management	Problem Management
• 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)	• 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 soonas possible in the case of a malfunction?

A. Change Management

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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 Londonand New York. Total Company staff now exceeds 800 people. EachFirm currently has their own Service Desk.

    ✍ Hong Kong has 10 SD staff to 400 employees, with 6 2nd levelsupport staff
    ✍ London has 3 SD staff to 140 employees with 3 2nd levelsupport staff
    ✍ New York has 5 SD staff to 250 employees with 5 2nd levelsupport staff

With this new merger comes new support issues. Complaints arecoming in to say that there si an imbalance with ratio of IT supportstaff to users, Service Desks in London and New York are havingtrouble knowing and supporting new systems which has resulted inusers calling Hong Kong Service Desk. This has resulted in higherresolution times and an inability to get through to the service deskThe Business is not happy with the current situation.

Refer to the scenario.

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

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

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C. By implementing a follow the sun SD, you will start byinvestigating if the current infrastructure is capable ofsupporting a global service desk, including use of VOIPtechnology (this is possible). You use current data todetermine minimum staffing requirements in each location tosupport its own location and the expected support levels inother locations. You decide to use English as the mainlanguage for all support. You then ensure that all SD staff aretrained on all current services and able to provide an averageof 60% 1st line support as a target you appoint 2 Super Usersper 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 tokeep local languages for SD. You use current data todetermine minimum staffing requirements in each location tosupport its own location. You then ensure that all SD staff aretrained on local services and able to provide an average of60% 1st line support as a target.You appoint 2 Super ServiceDesk Operators per location to act as a buffer and to assistthe 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 grownconsistently over the years. They are now supplying toy storesnationwide and are considered to be the primary supplier of children'scollectable novelty erasers.

Brewster's IT department is relatively small (currently 15 staff) butefficient. They have recently employed an IT Manager in an attemptto improve the management of the

infrastructure, as well as moreeffective use of resources and identification of areas for improvement.

The Brewster's management teams do not have a lot of ITknowledge. The newly appointed IT Manager is very ITIL focusedand wants to implement as many ITSM processes as is appropriatethere are currently no formal processes in place. On starting with thecompany the IT Manager completed an internal assessment of the ITinfrastructure – including staff skills analysis, and collated the resultsfrom 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 formalmeans of collecting data to identify service improvement, other thancustomer surveys. These are very subjective and do not give abalanced picture regarding quality of service.

Through discussions with the Continual Service ImprovementManager, you decide to start collecting a range of metrics to helpidentify 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
Averagetime to resolve incident
Averagetime to escalate incident
% of customer updates conducted within target times
Customerfeedback
AverageService Desk cost of handling incident
C. o % of calls answered by Service Desk
Averagetime to escalate incident
% of customer updates conducted within Service Deskhours
Customerfeedback
Averagecost of handling incident
D. % of calls answered by Service Desk
Averagetime to resolve problems
Averagetime to escalate problem
% of customer updates conducted within Service Desktimes
Customerfeedback
Averagecost 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

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