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ITIL Practitioner Certification - IT Service Management

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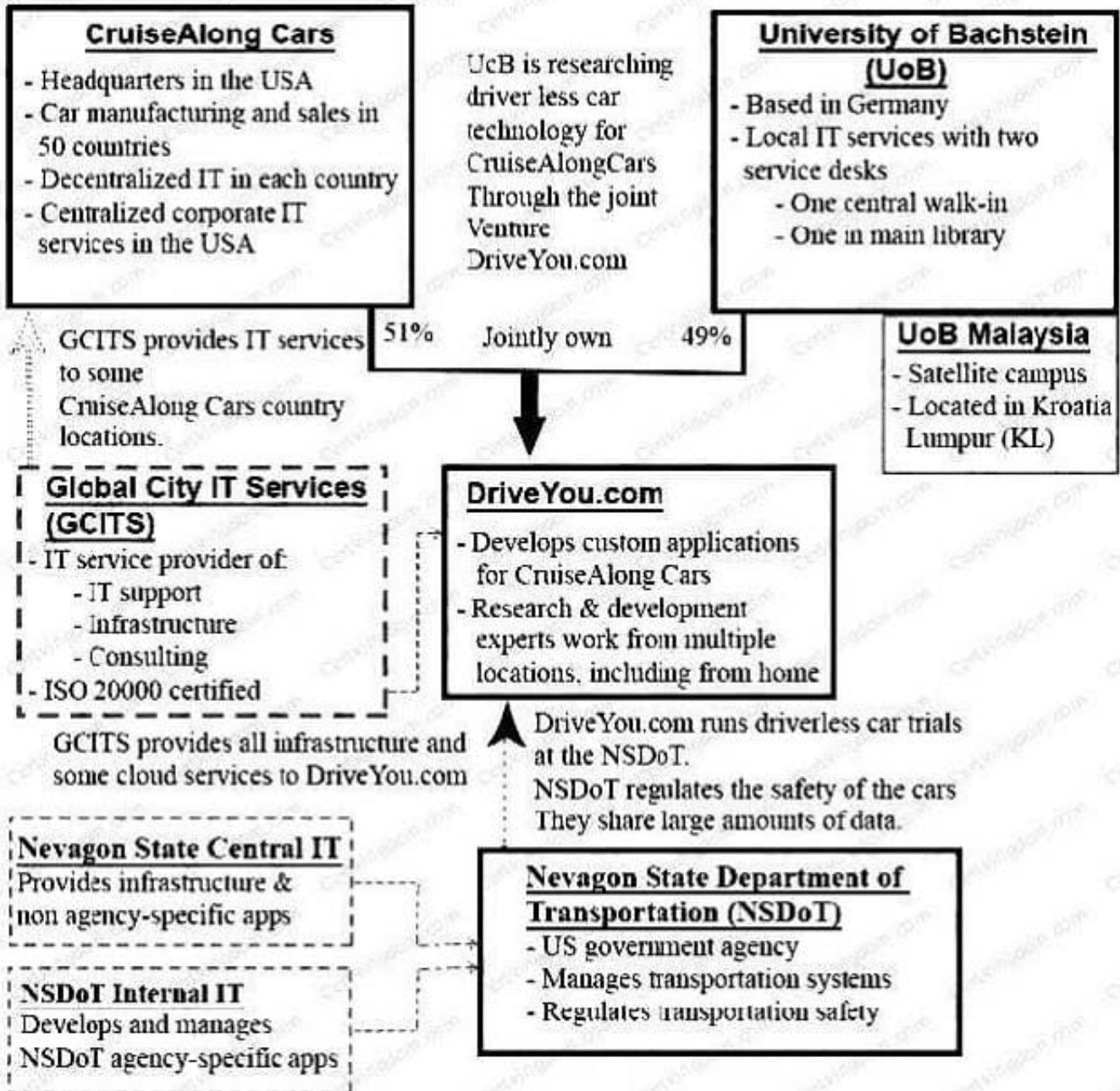


## QUESTION 1

See the Scenario for additional information.

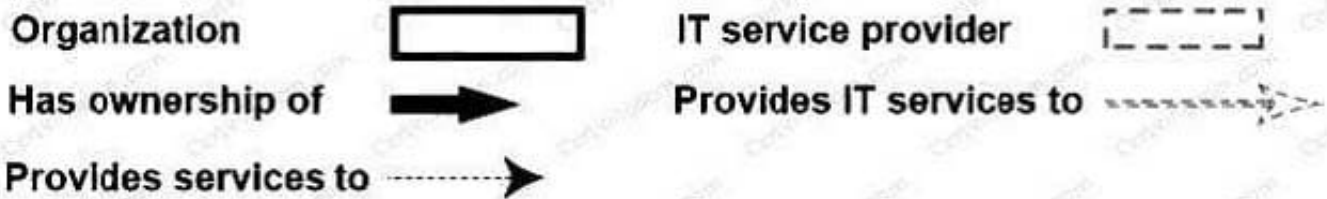
**Scenario:**

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





### Legend



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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.

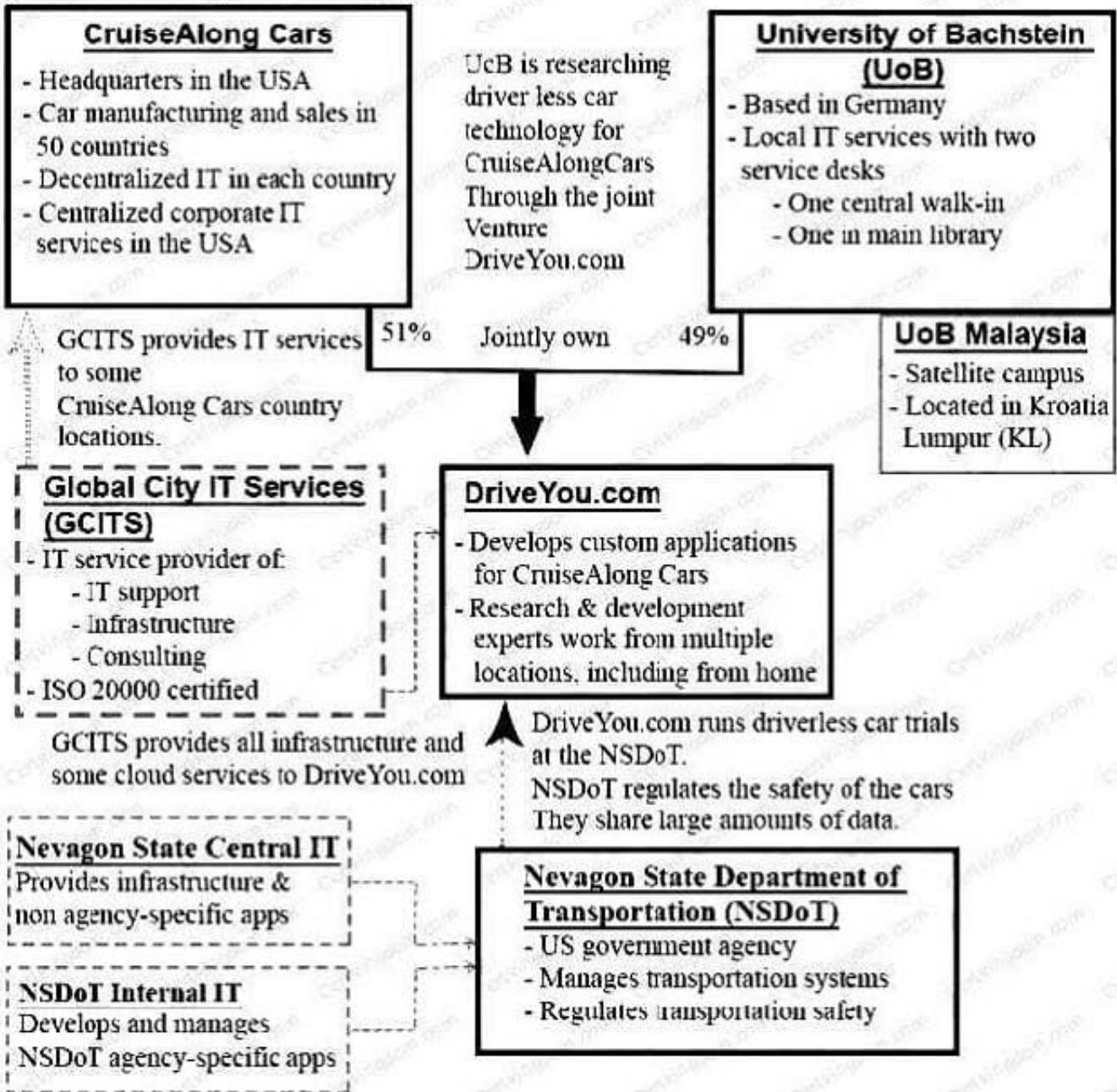
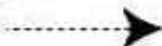
D. 1 and 4.

Correct Answer: A

## QUESTION 2

See the Scenario for additional information.



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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.

Which two rows show the CORRECT use of OCM techniques in the global mobile VIP project?

	CSI step	OCM Technique	Key Stakeholder
1	<i>What is the vision?</i>	<b>Sponsor management</b>	<b>GCITS Senior executives</b>
2	<i>Where are we now?</i>	<b>Training needs analysis</b>	<b>Mobilwork staff</b>
3	<i>Where do we want to be?</i>	<b>Identity resistance</b>	<b>GCITS staff</b>
4	<i>How do we keep the momentum going?</i>	<b>Reinforcement</b>	<b>GCITS Service desk staff</b>



A. 1 and 2.

B. 2 and 3.

C. 3 and 4.

D. 1 and 4.

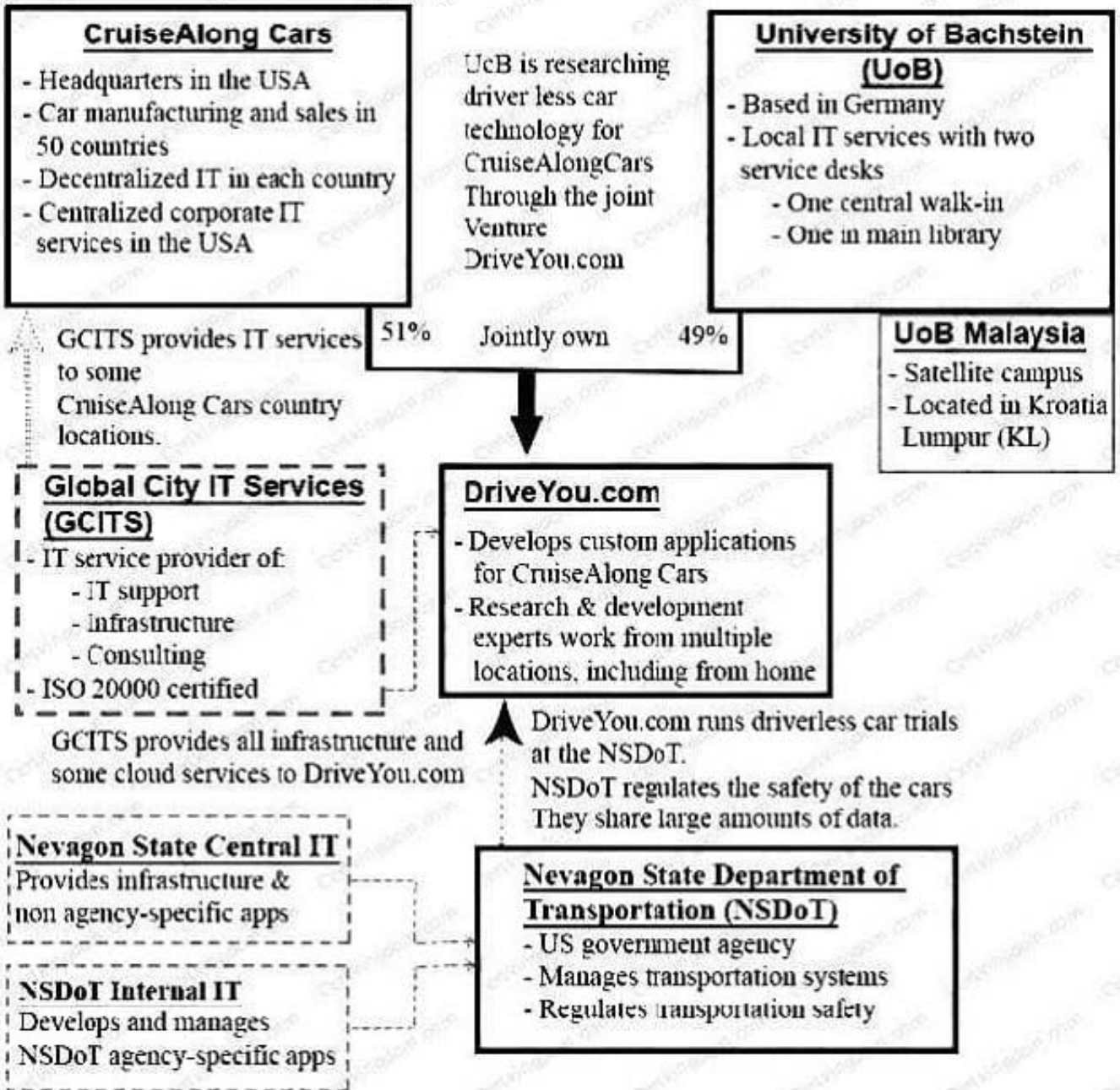
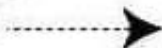
Correct Answer: D

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Which benefit is the MOST important to include in the business case for this improvement and why?

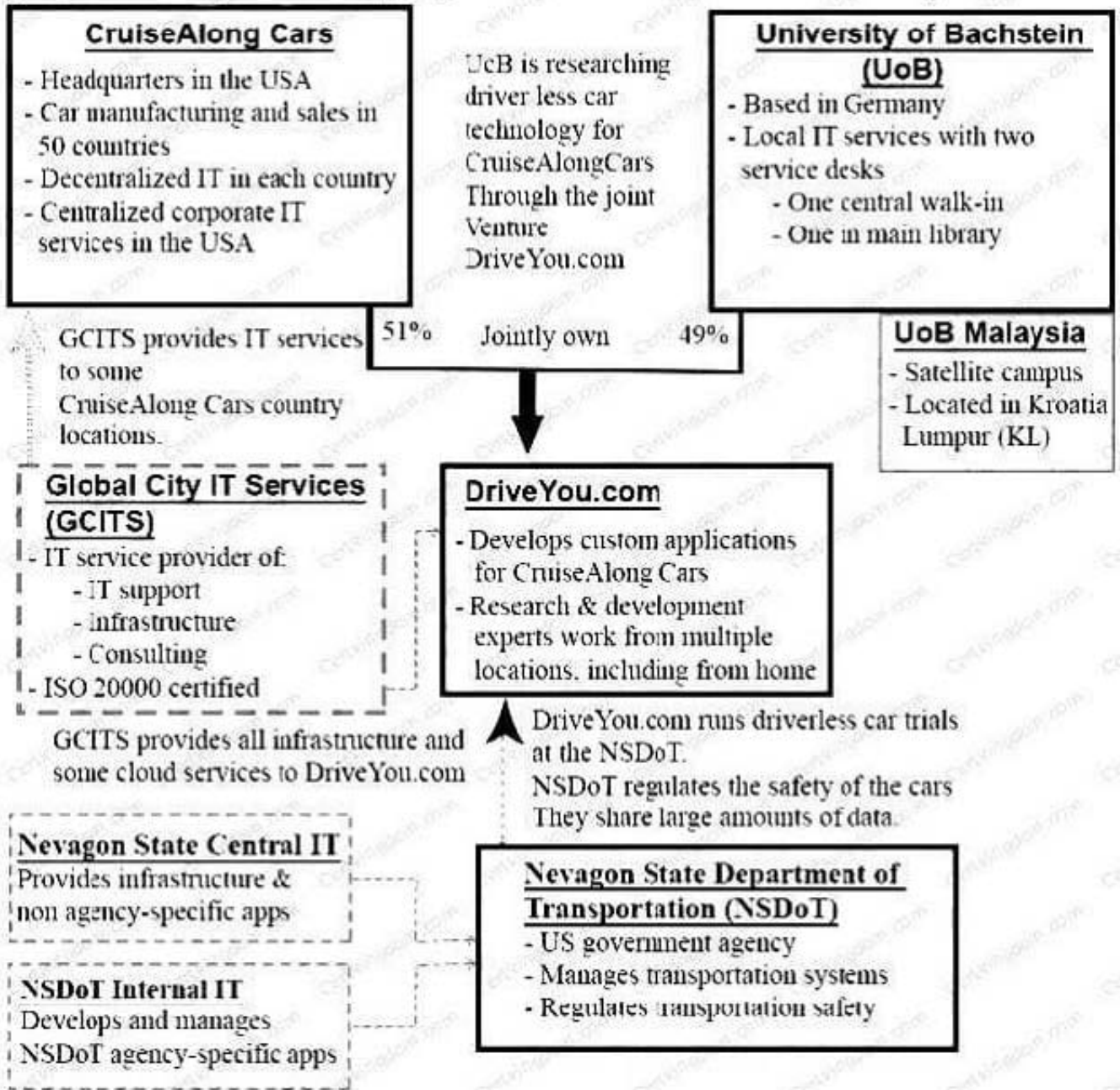
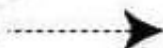
- A. A lower risk of overspending the IT budget, because this is aligned with the goal of the improvement.
- B. Fewer breaches of agreed service levels, because this will lead to improved business unit satisfaction.
- C. Provision of shared funding from many countries, because this will lead to improved business unit satisfaction.
- D. A reduction in the cost of service desks, because this is aligned with the goal of the improvement

Correct Answer: D

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#### QUESTION 4

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Which is the BEST 'what's in it for me?' statement?

- A. "I am part of an important company initiative".
- B. "I can use the opportunity to learn valuable new skills".
- C. "Optimsolv gets ISO/IEC 20000 certification".
- D. "GCITS achieves its corporate goals".

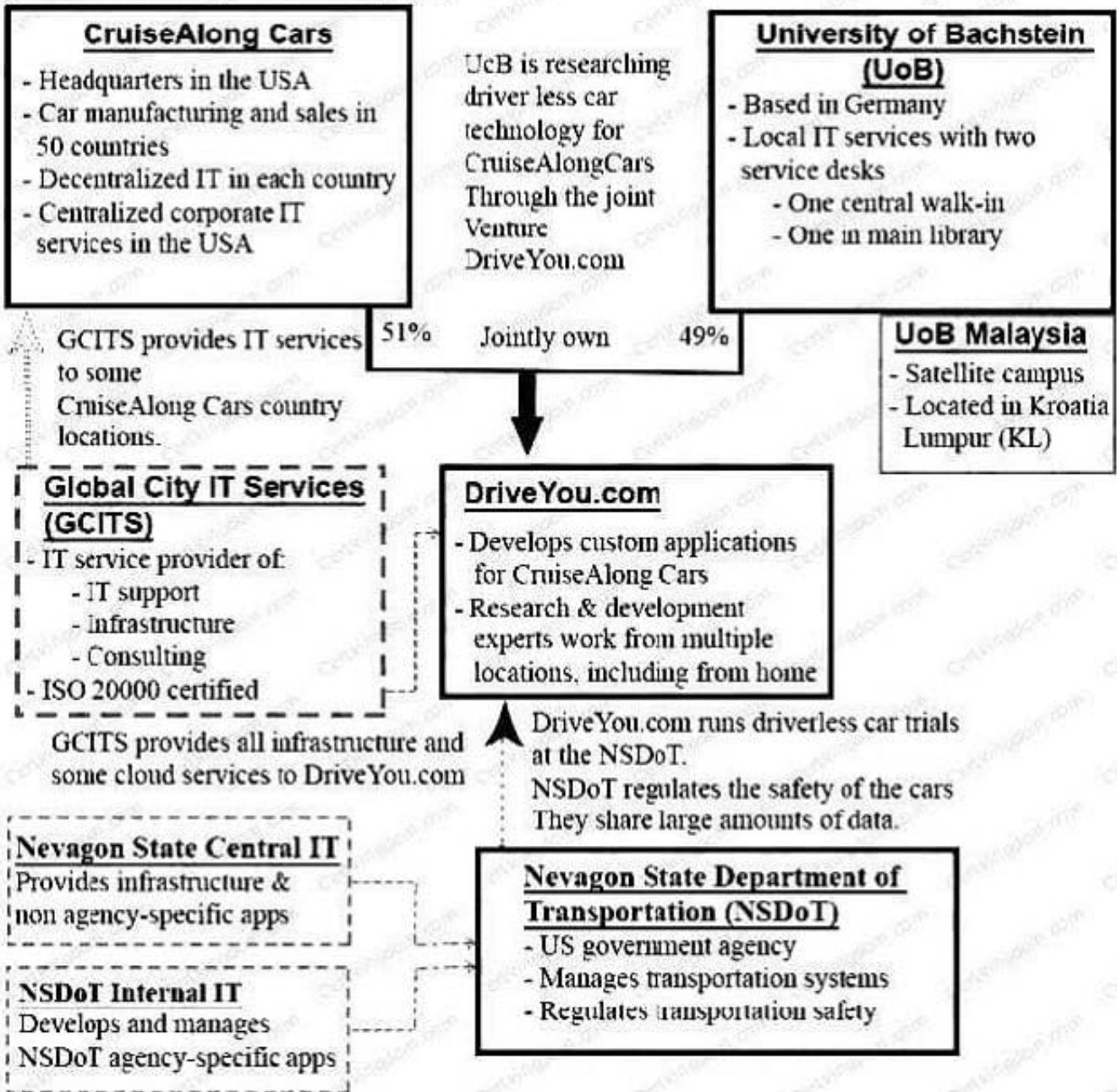
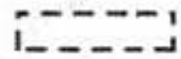
Correct Answer: B

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## QUESTION 5

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What is the BEST course of action for the GCITS IT Manager to take FIRST?

- A. Survey Optimolv senior managers to gain general feedback on employee satisfaction.
- B. Carry out stakeholder analysis to determine which Optimolv employees to survey.
- C. Directly observe impacted Optimolv employees in their roles.
- D. Create a resistance management plan for Optimolv employees.

Correct Answer: C