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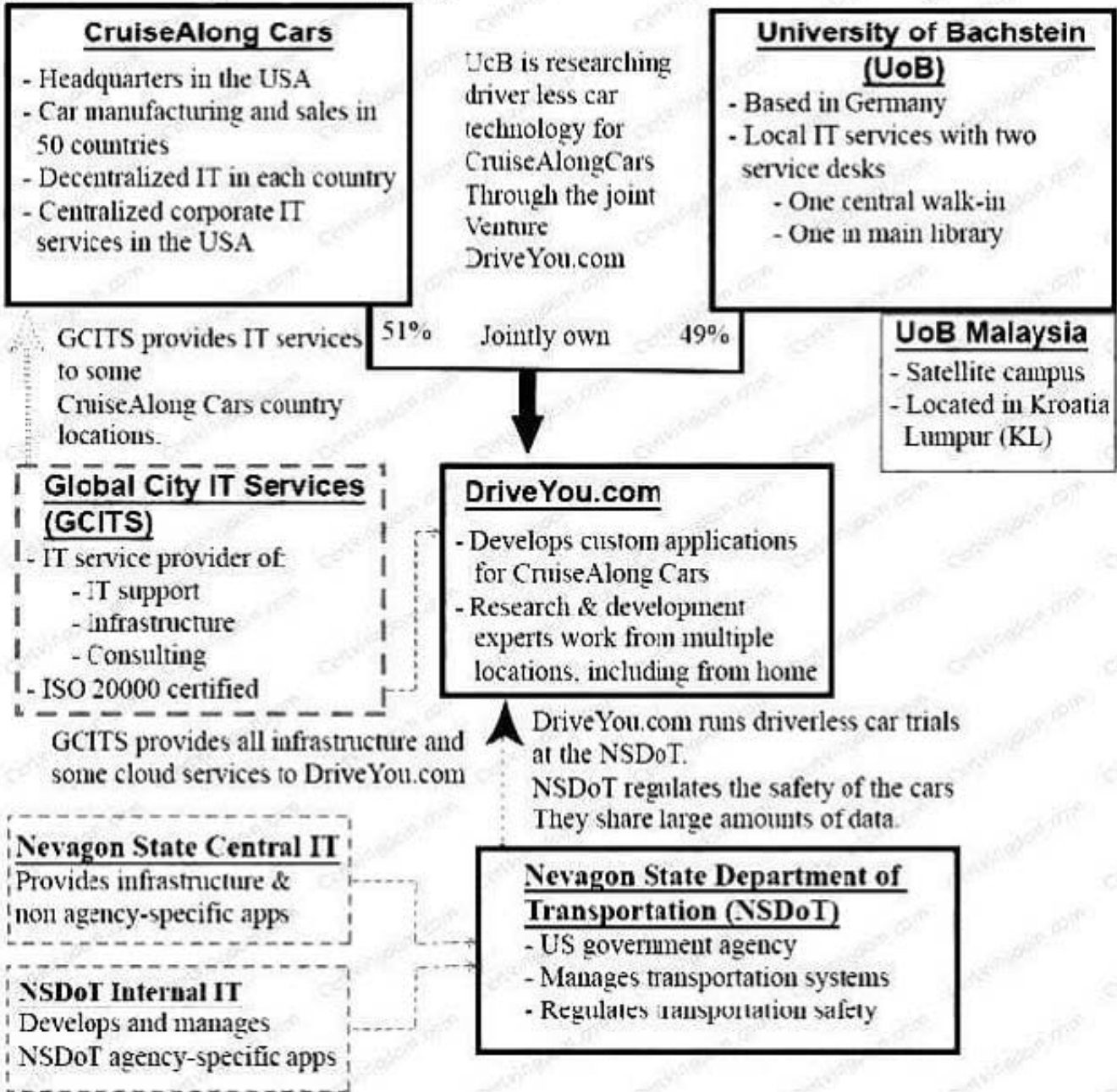


QUESTION 1

See the scenario for additional informational.

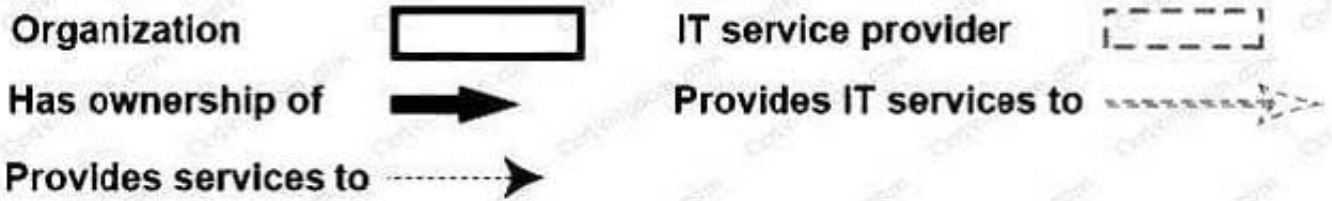
Scenario:

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





Legend



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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

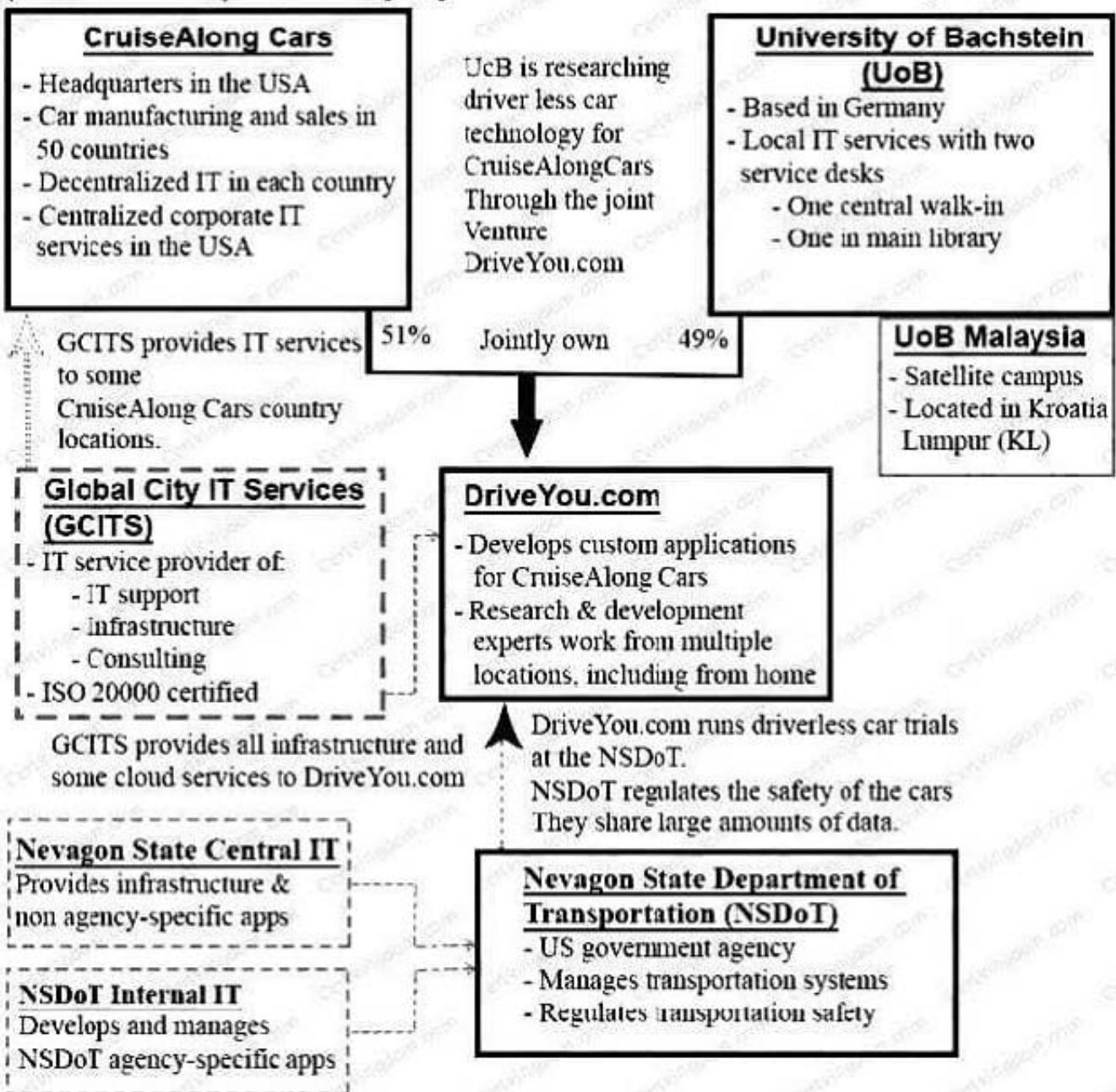
Correct Answer: B

QUESTION 2

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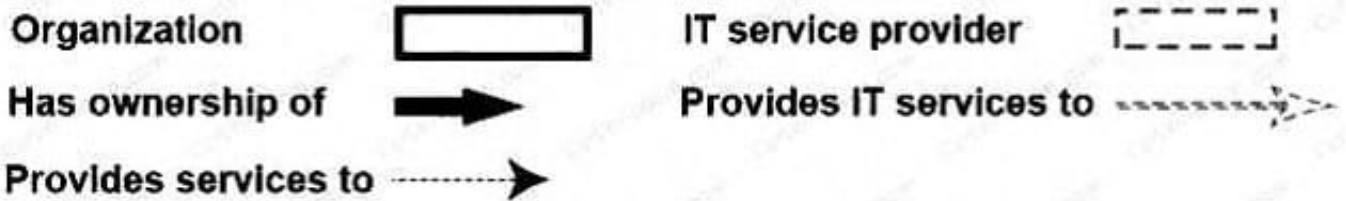
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During which two activities is it MOST important to measure average cost per incident?



	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

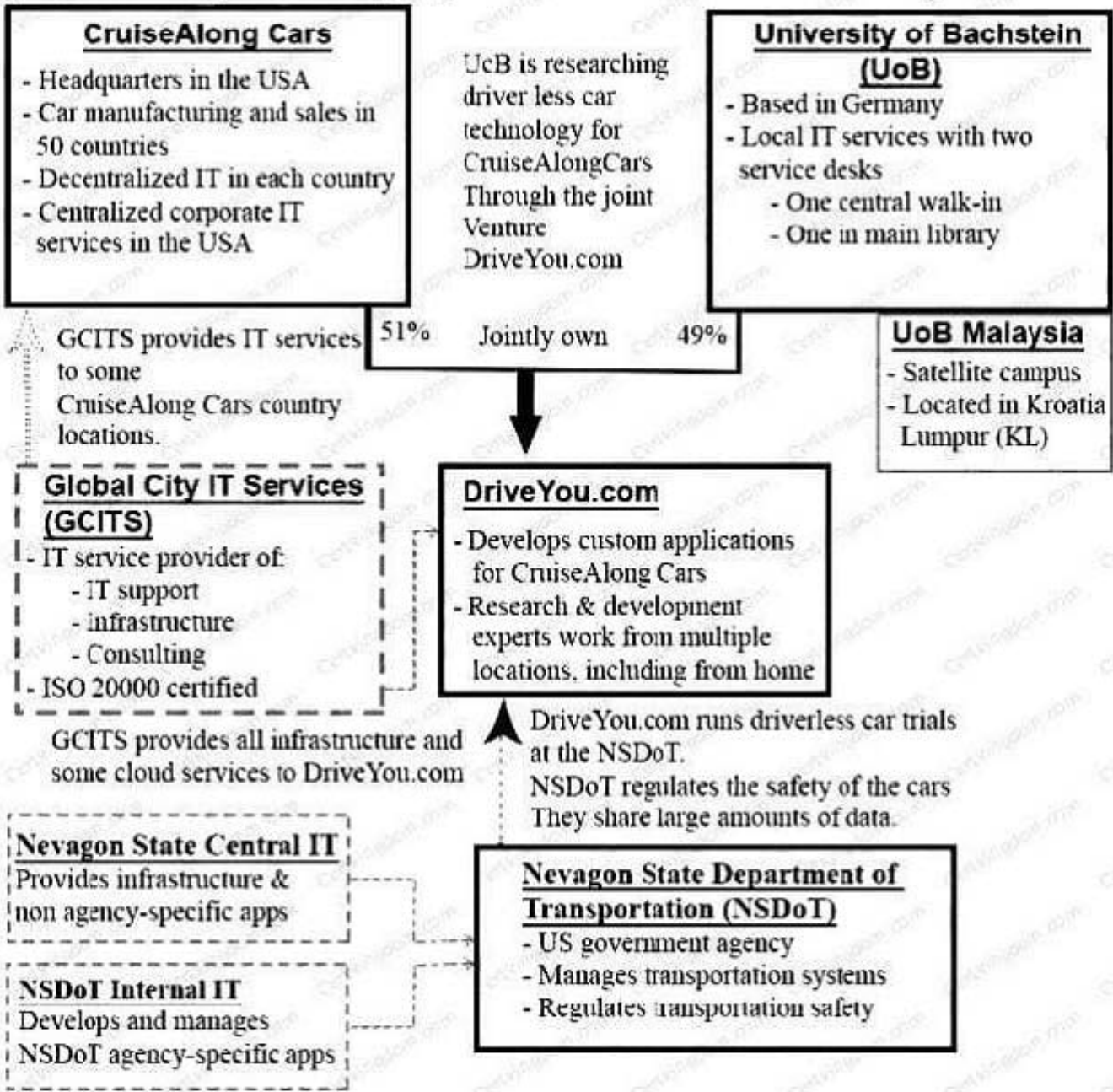
QUESTION 3

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Legend

Organization



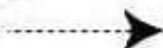
IT service provider



Has ownership of



Provides IT services to



Provides services to

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Which OCM activity will BEST help Optimsolv to overcome any staff resistance, and comply with ISO/IEC 20000 within six months?

- A. Create a sense of urgency for the change.
- B. Demonstrate enough value to business.
- C. Make compliance the top corporate priority.
- D. Maintain a focus on continual improvement.

Correct Answer: C

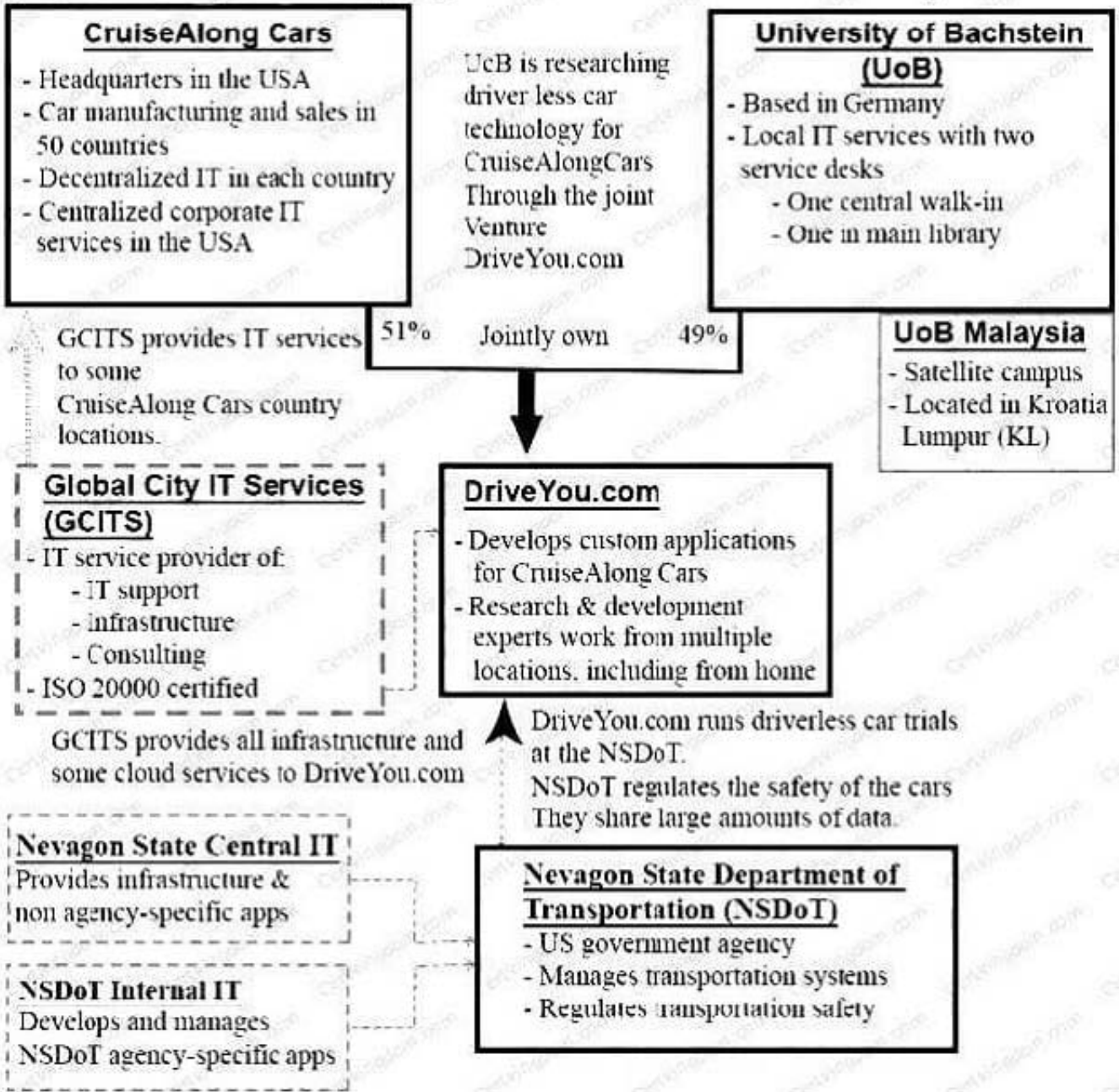
QUESTION 4



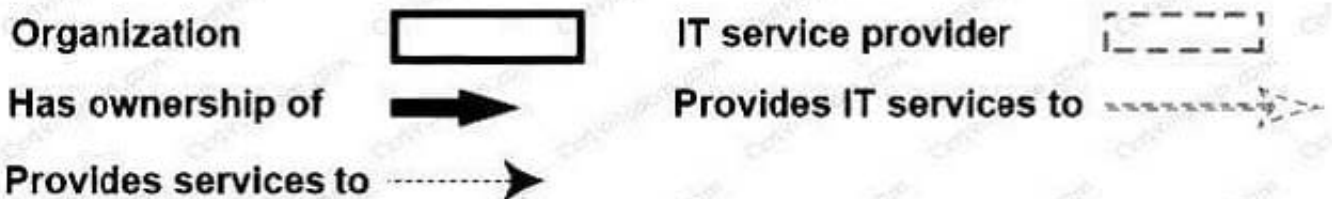
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Which is the BEST 'what's in it for me?' statement?

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

Correct Answer: B

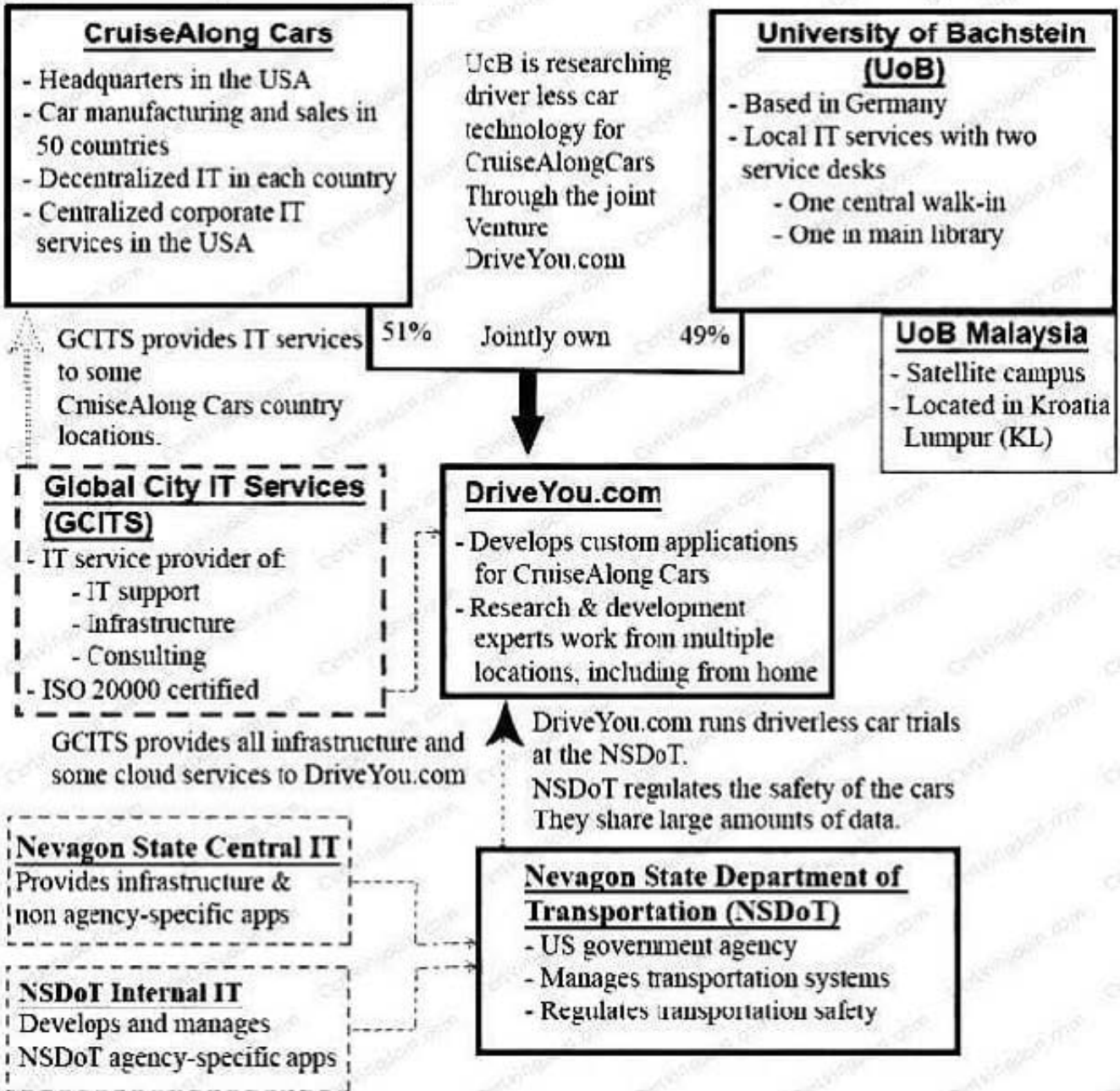
QUESTION 5



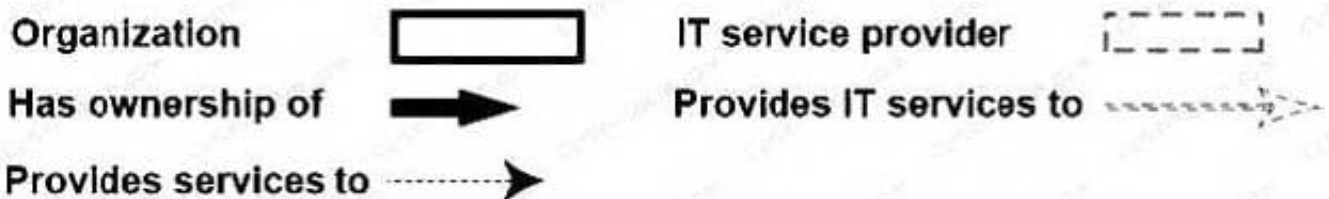
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It will include 24/7 support, and reported incidents and requests will be treated as a high priority. GCITS has subcontracted global mobile network access to Mobilwork, an international telecom provider. During the 'how do we keep the momentum going?' step of the CSI approach, the service desk manager has become aware that some service desk staff are using the old working practices. This is affecting the service to the VIPs.

Which is the BEST way to apply the guiding principles in this case?

A. Design for experience by engaging with the VIPs to identify improvements to the service.



- B. Collaborate with the service desk staff to design improvements to the new processes.
- C. Be transparent and explain that non-compliance to procedures will lead to disciplinary action.
- D. Observe directly in order to understand who is not using the new procedures and why.

Correct Answer: D

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