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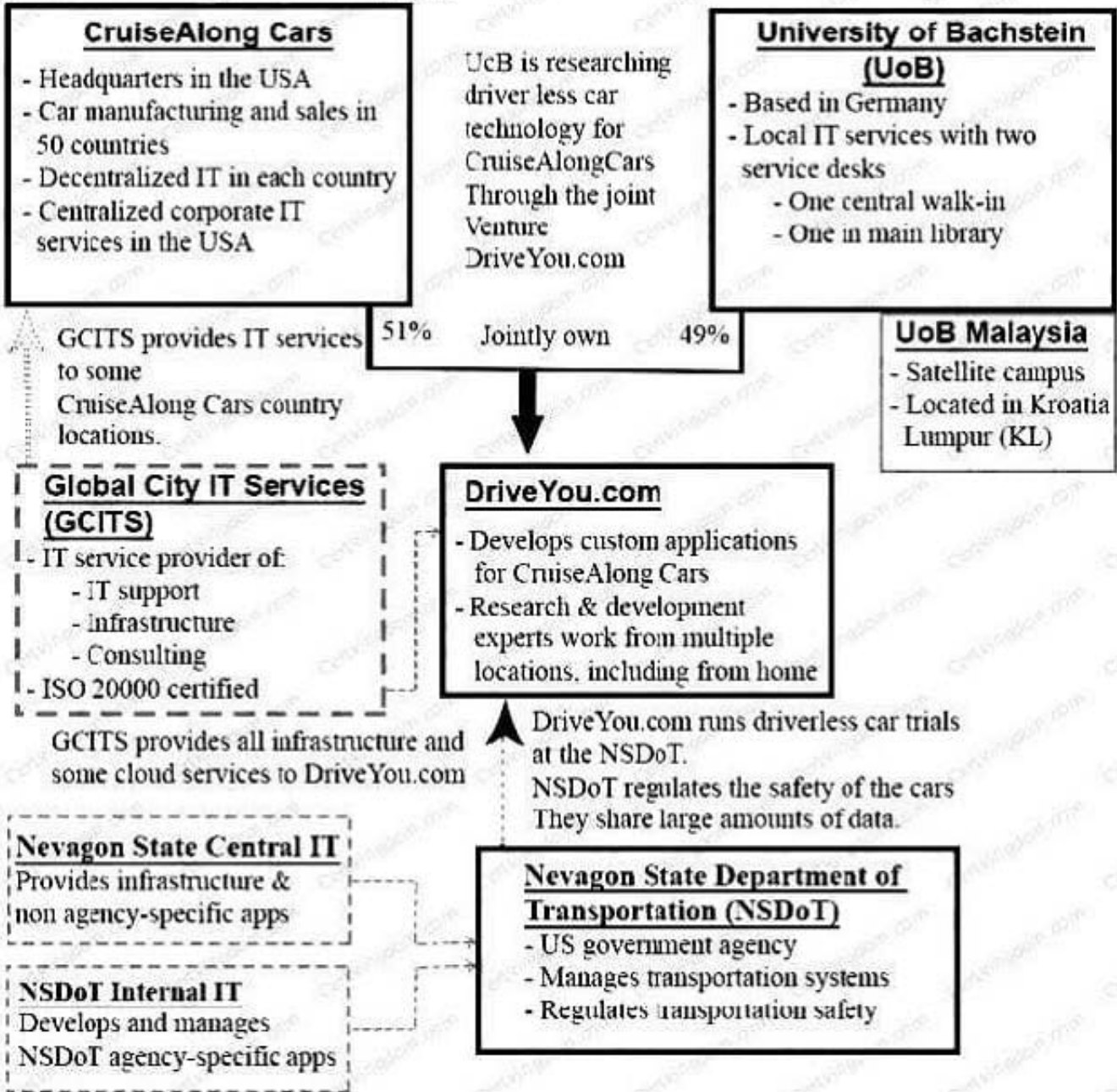


QUESTION 1

See the scenario for additional informational.

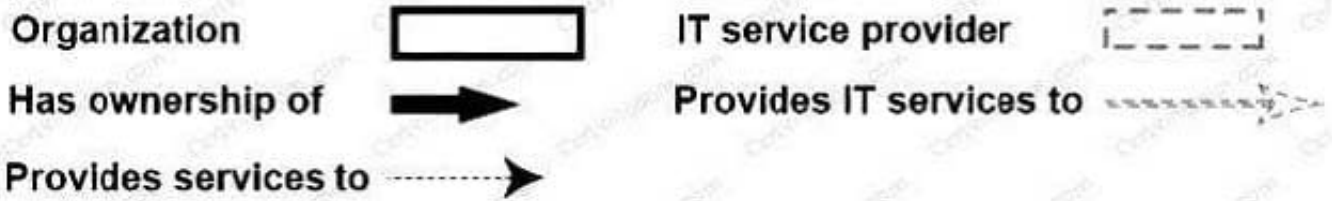
Scenario:

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





Legend



CruiseAlong Cars CruiseAlong Cars is a car manufacturing and sales company with corporate headquarters in the United States of America; It has grown by acquisition over the last 20 years and has operations in over 50 countries. Each country has its own IT organization, with some central corporate IT services provided by the US parent company. In some countries CruiseAlong Cars has outsourced infrastructure and service desks. The largest IT supplier is Global City IT Services (GCITS). In two countries GCITS provides CruiseAlong Cars with full outsourced services. They also provide selected services in other countries.

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What three pieces of information are MOST important to include in the business case?



	Information
1	Risks to existing data accessibility
2	Expected cost of implementation
3	Volume of data to be migrated
4	Global security regulations and legislation
5	Value to organization and strategy
6	Options and approaches to be considered

- A. 1, 2 and 5.
- B. 1, 3 and 6.
- C. 2, 4 and 6.
- D. 3, 4 and 5.

Correct Answer: C

QUESTION 2

What is organizational change management (OCM) MOST likely to contribute to in an organization?

- A. The knowledge required to support the adoption of new technology platforms.
- B. Cultural changes required as a result of adopting new business processes.
- C. Standard changes that are made to IT service assets and configuration items.
- D. The development of underpinning processes for a change management standard.

Correct Answer: B

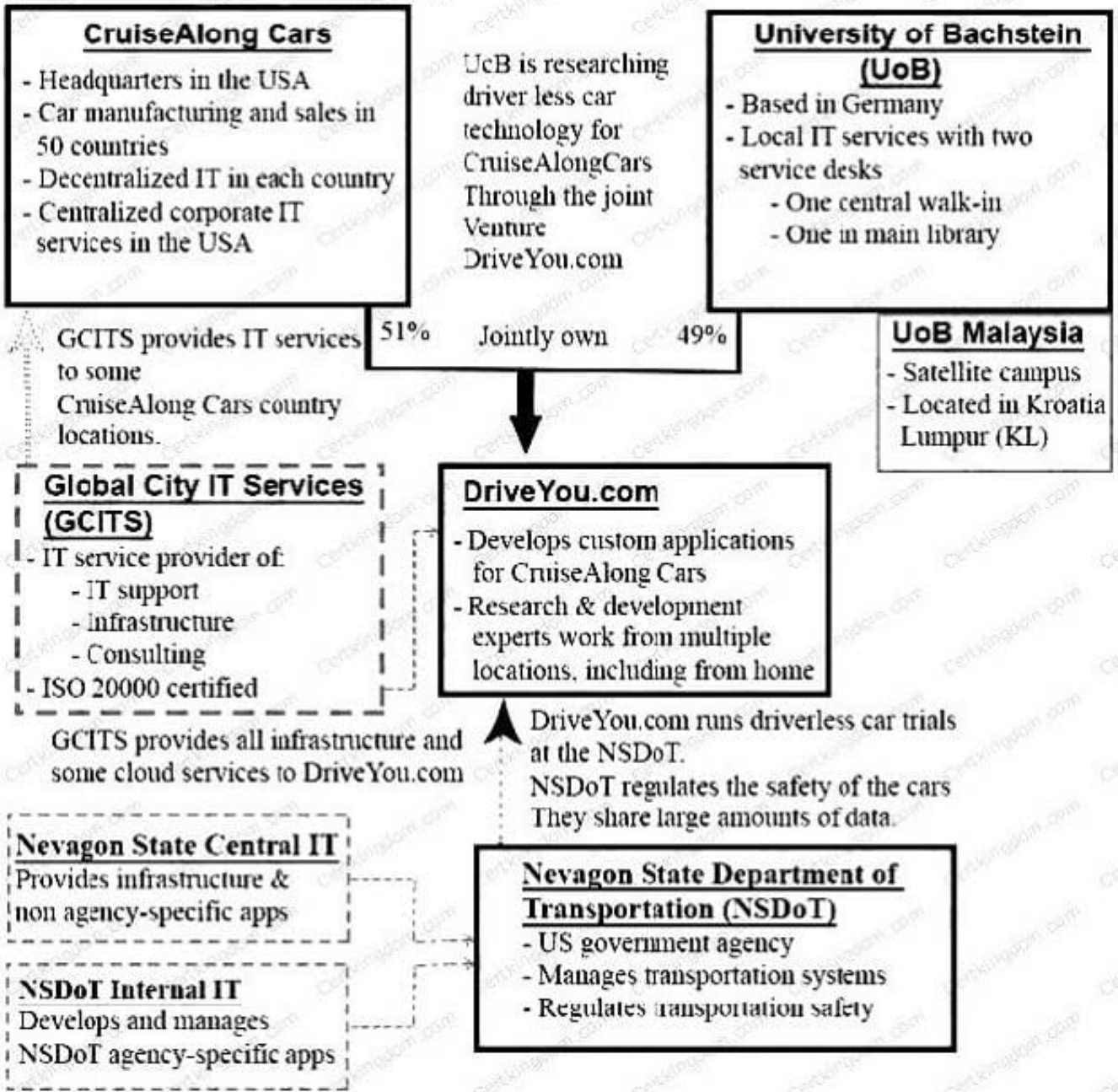
QUESTION 3

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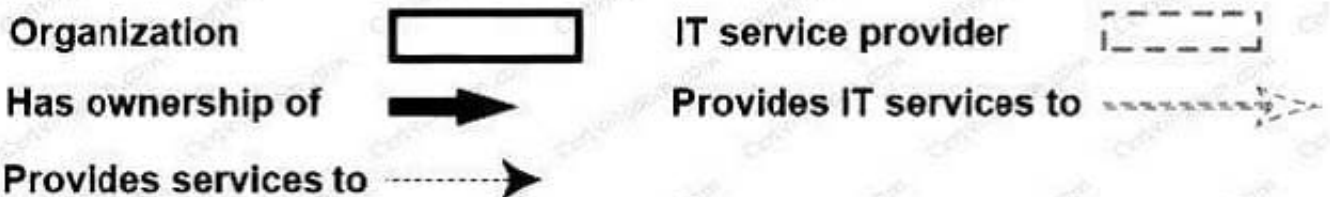


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Stakeholder Name	Communications Approach	Key Interests and Issues	Current Status	Desired Support
Australian and Japanese researchers	Monitor	Making their data readily available for use by UoB	Neutral	Neutral
DriveYou.com CIO	Critical	Project sponsor /	Advocate	Advocate
DriveYou.com technical team members		support the new solution	Neutral	Supporter

- A. Communications Approach: Critical Why: They are accountable for the project budget to build and support the new solution
- B. Communications Approach: Significant Why: The data being shared on the new platform is critical to the technical team role
- C. Communications Approach: Critical Why: Technical teams are the only people with the necessary skills to manage the new platform
- D. Communications Approach: Significant Why: Continued support is required for the planning process and then support of the solution.

Correct Answer: D

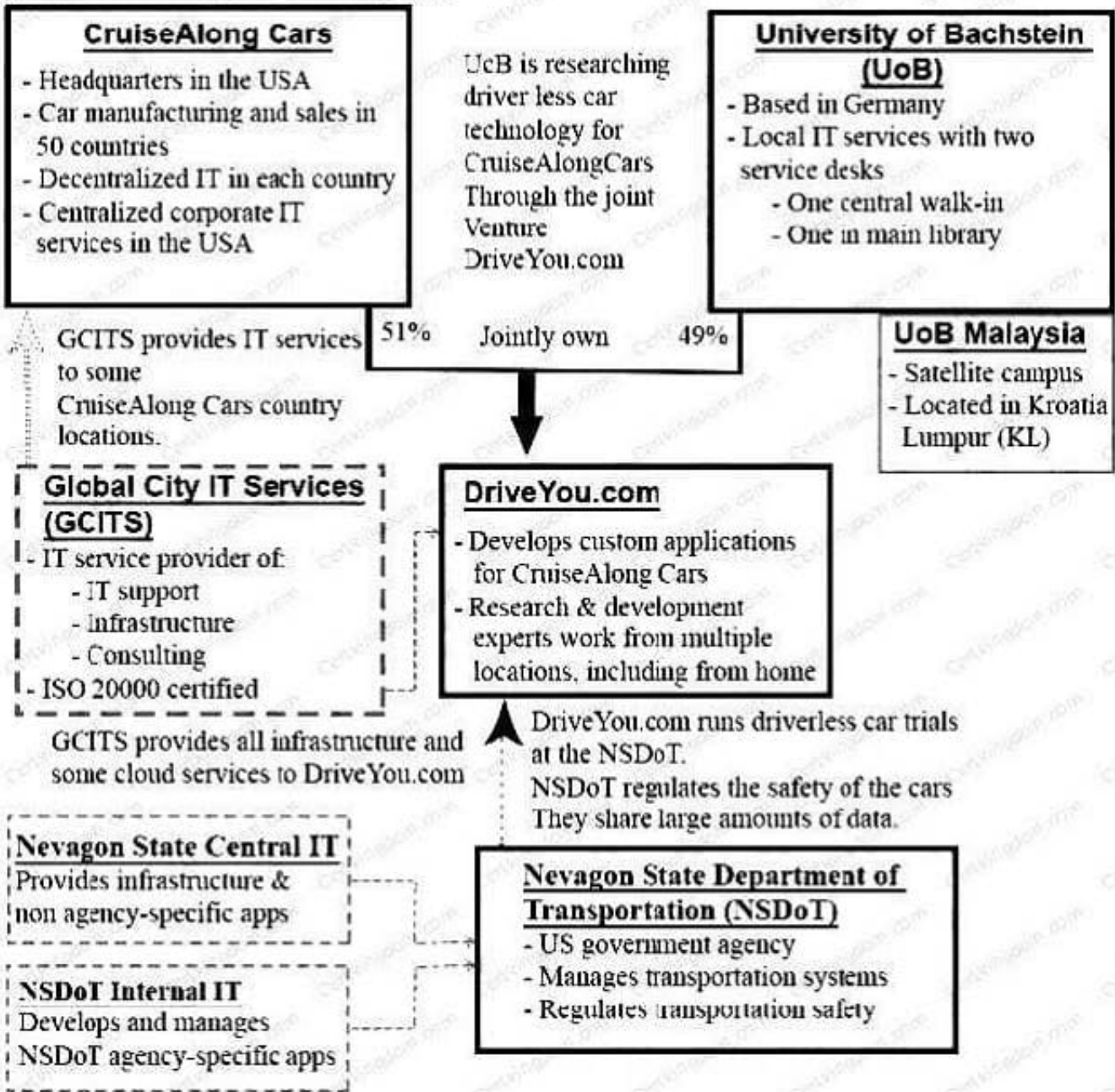
QUESTION 4

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Legend

Organization



IT service provider



Has ownership of



Provides IT services to



Provides services to



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Which is the BEST way for a new BRM at the UoB to understand their customers`s needs?

- A. Run a workshop to define the structure and value of IT services.
- B. Visit each customer in their normal place of work to see what they do.
- C. Issue a detailed questionnaire to all customers to discover their expectations.
- D. Establish current performance levels and match the new service to them.

Correct Answer: D

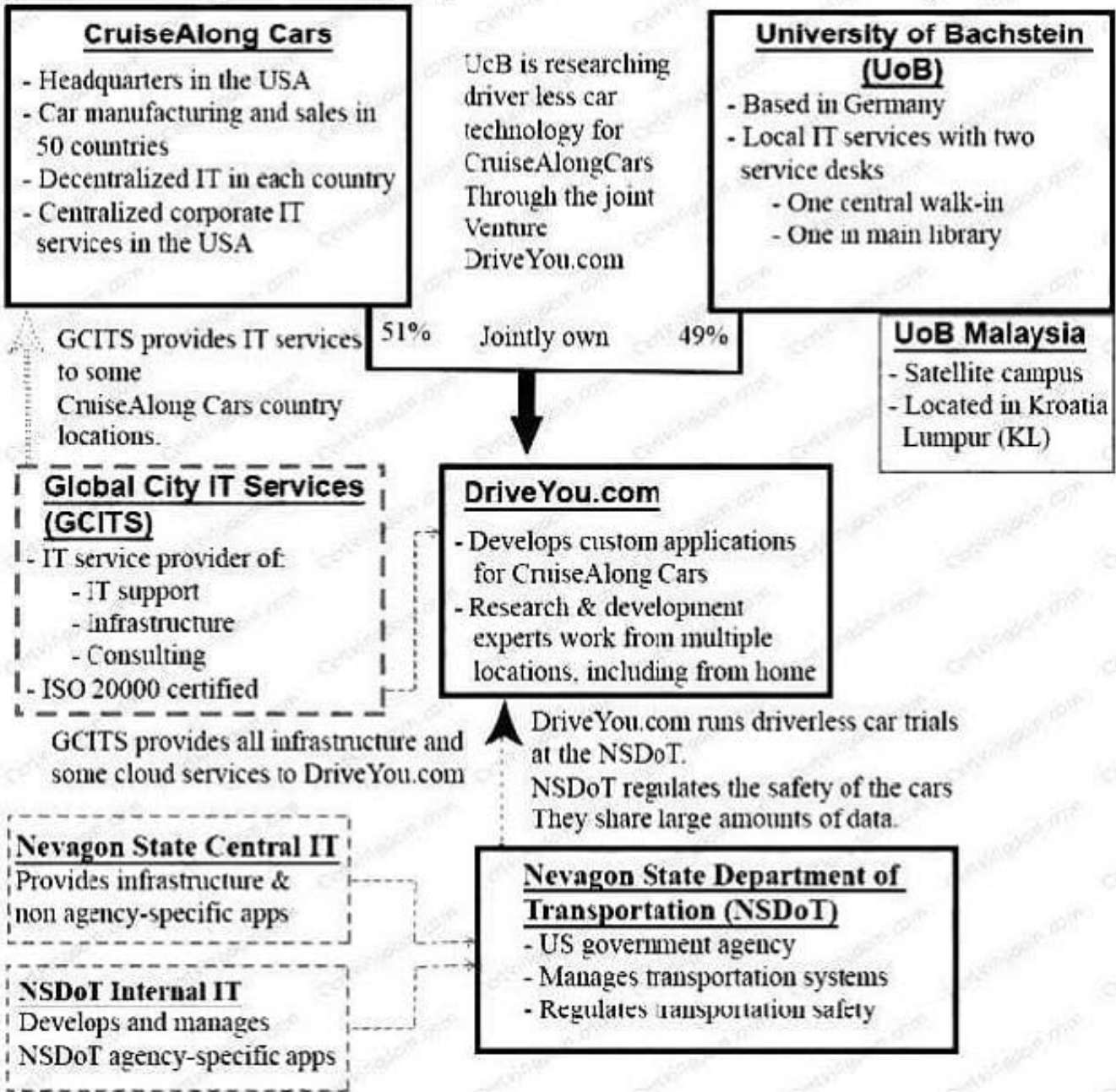
QUESTION 5

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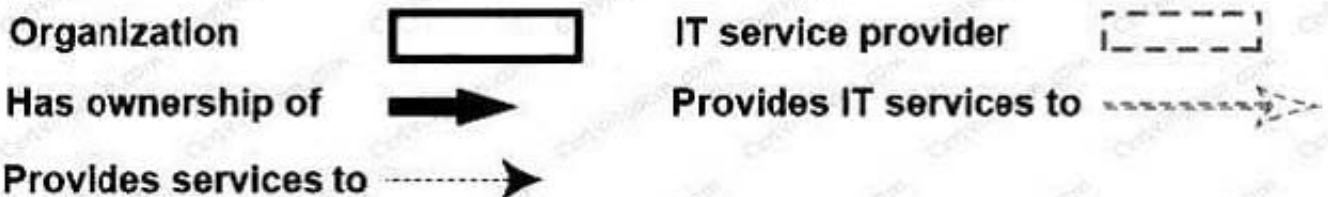


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Which definition is the MOST complete?

- A. Grant application service: increases the number of successful grant applications by helping researchers to write effective grant proposals. reduces cost of support staff needed increases reliability of grant submissions.
- B. User device access service: provides connectivity for phones, laptops and tablets. includes service desk support and software deployment. supports cost-effective remote access to central services for people working from home.
- C. Exam administration service: increases productivity of administrative staff by reducing downtime of exam marking and grade tracking. reduces cost of managing exams. provides centralized storage of exam materials in the cloud.
- D. Centralized email service: reduces overall costs for the university IT department by enabling retirement of many smaller email services. provides connectivity to central cloud email service. supports calendar and shared distribution lists



Correct Answer: D

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