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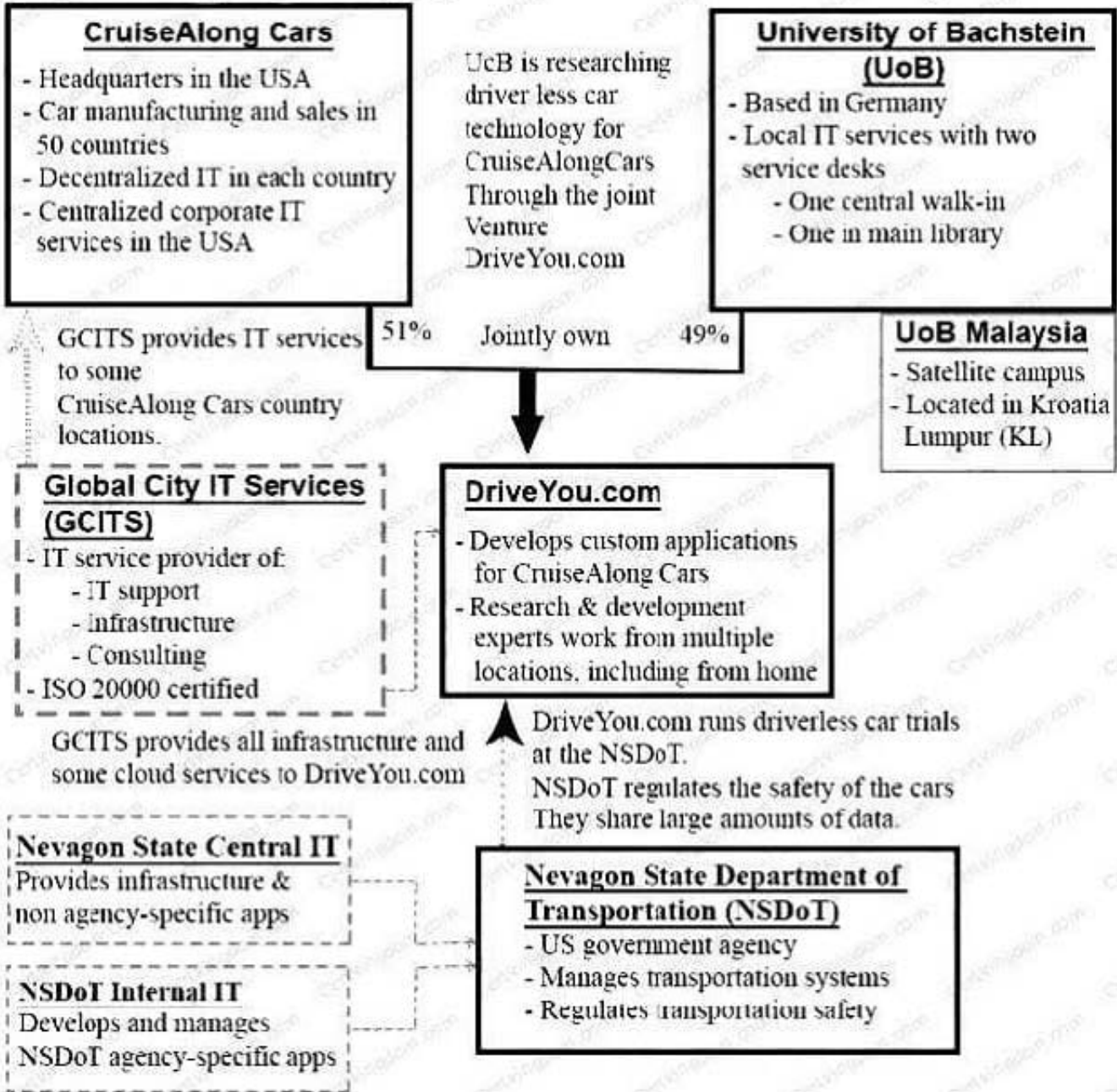


QUESTION 1

See the scenario for additional informational.

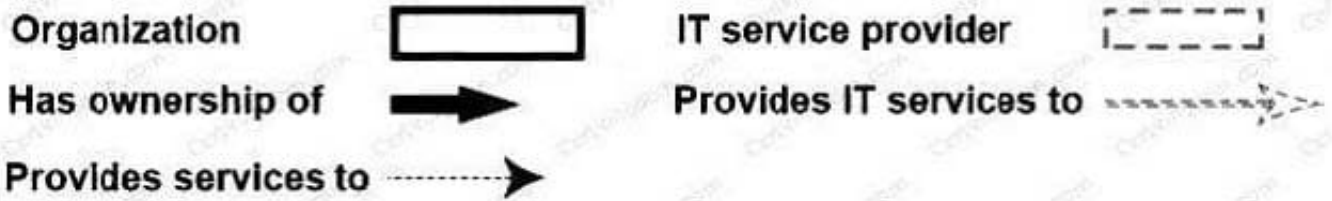
Scenario:

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





Legend



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Which KPI is the MOST appropriate?

A. Customer satisfaction with mobile services is higher than 90%.



- B. Network availability for mobile services is maintained at 99.6%.
- C. Incident turnaround time for mobile services is improved by 15%.
- D. Cost per incident for mobile services is within 2% of target

Correct Answer: A

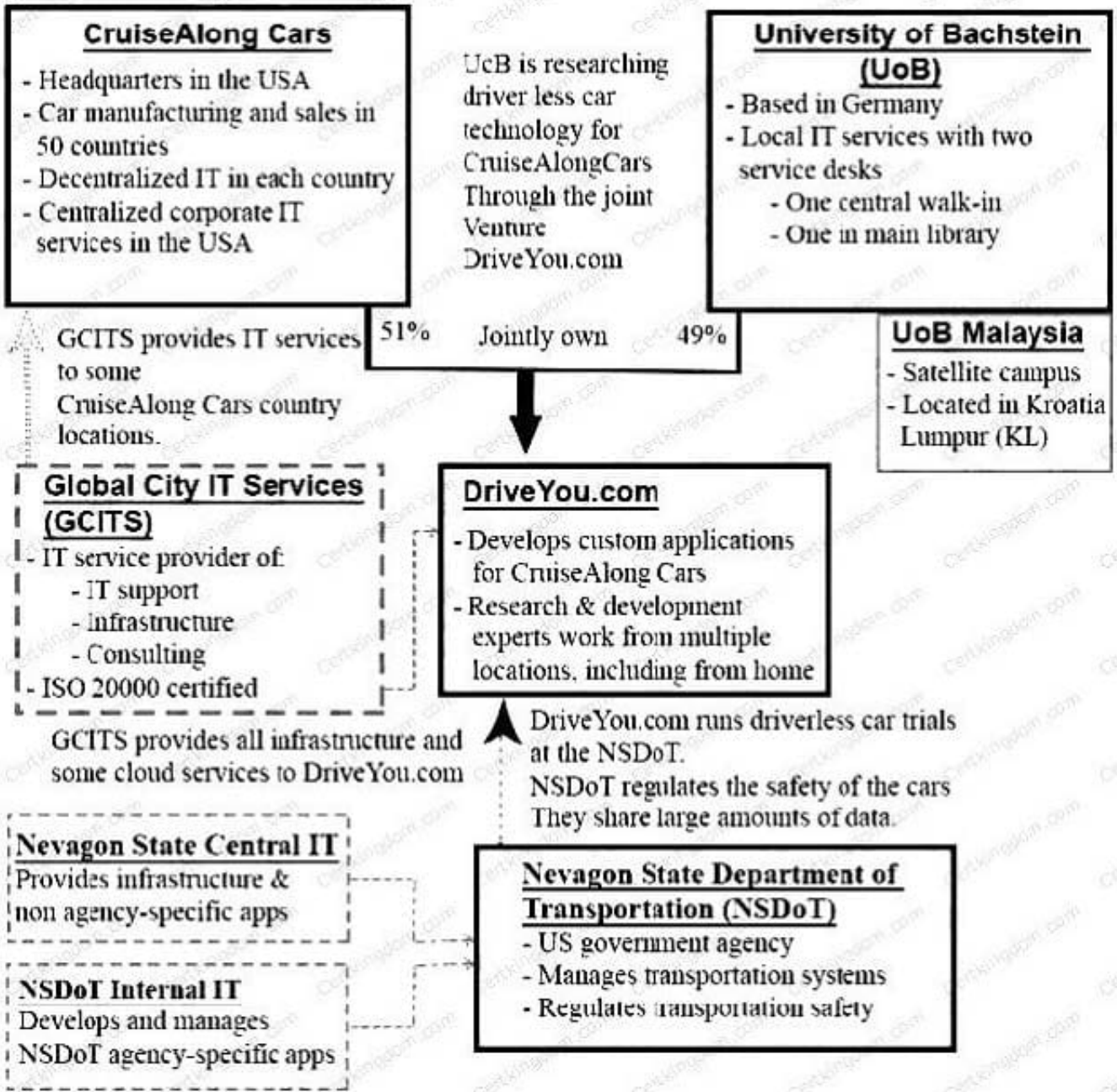
QUESTION 2

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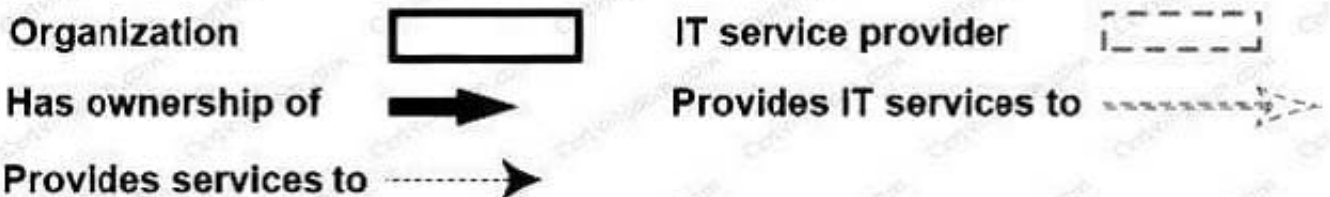


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Stakeholder Name	Communications Approach	Key Interests and Issues	Current Status	Desired Support
Australian and Japanese researchers	Monitor	Making their data readily available for use by UoB	Neutral	Neutral
DriveYou.com CIO	Critical	Project sponsor /	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

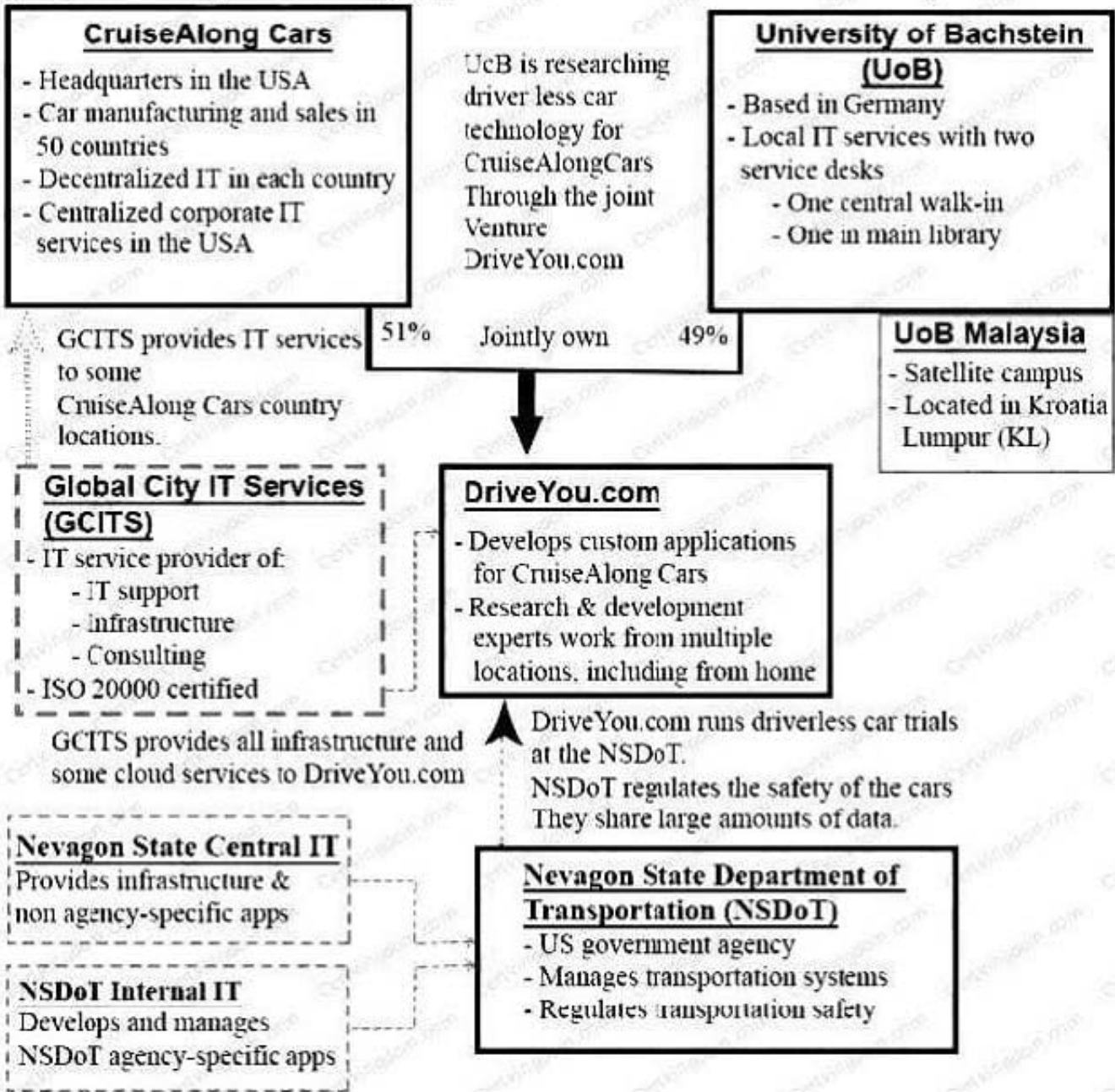
QUESTION 3

See the Scenario for additional information.



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Organization



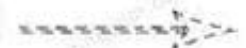
IT service provider



Has ownership of



Provides IT services to



Provides services to



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Which is the BEST tool to use, and to whom will it be provided?

- A. A RACI model authority matrix, provided to the project manager when approving the design costs.
- B. A stakeholder map, provided to the project manager when approving the design costs.
- C. A RACI model authority matrix, provided to the service desk during deployment.
- D. A stakeholder map, provided to the service desk during deployment.

Correct Answer: C

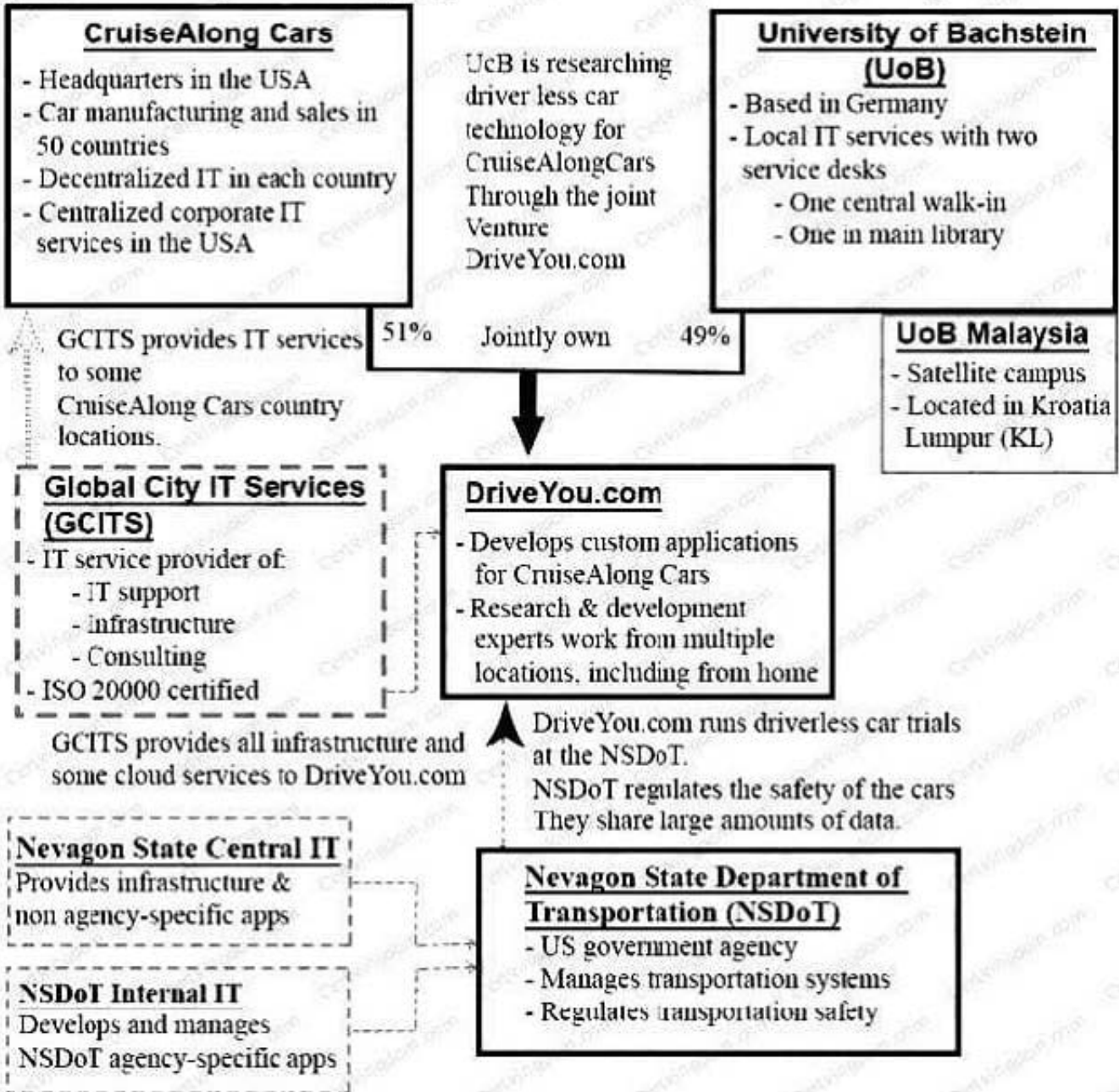
QUESTION 4



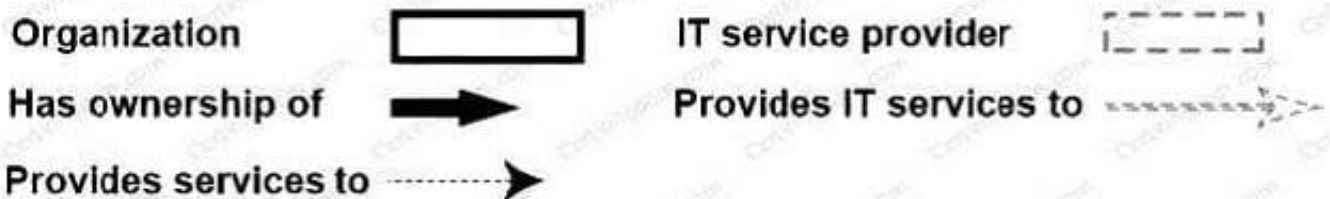
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Which are the BEST two outputs of the assessment?



	Outputs
a)	Customer satisfaction; Process maturity of incident management and request fulfilment
b)	Process metrics; Organizational maturity of CruiseAlong Cars business units
c)	Customer satisfaction; Change readiness of CruiseAlong Cars IT departments
d)	Process metrics; SWOT analysis of all service management processes

- A. Customer satisfaction; Process maturity of incident management and request fulfilment
- B. Process metrics; Organizational maturity of CruiseAlong Cars\ business units
- C. Customer satisfaction; Change readiness of CruiseAlong Cars\ IT departments
- D. Process metrics; SWOT analysis of all service management processes.

Correct Answer: B

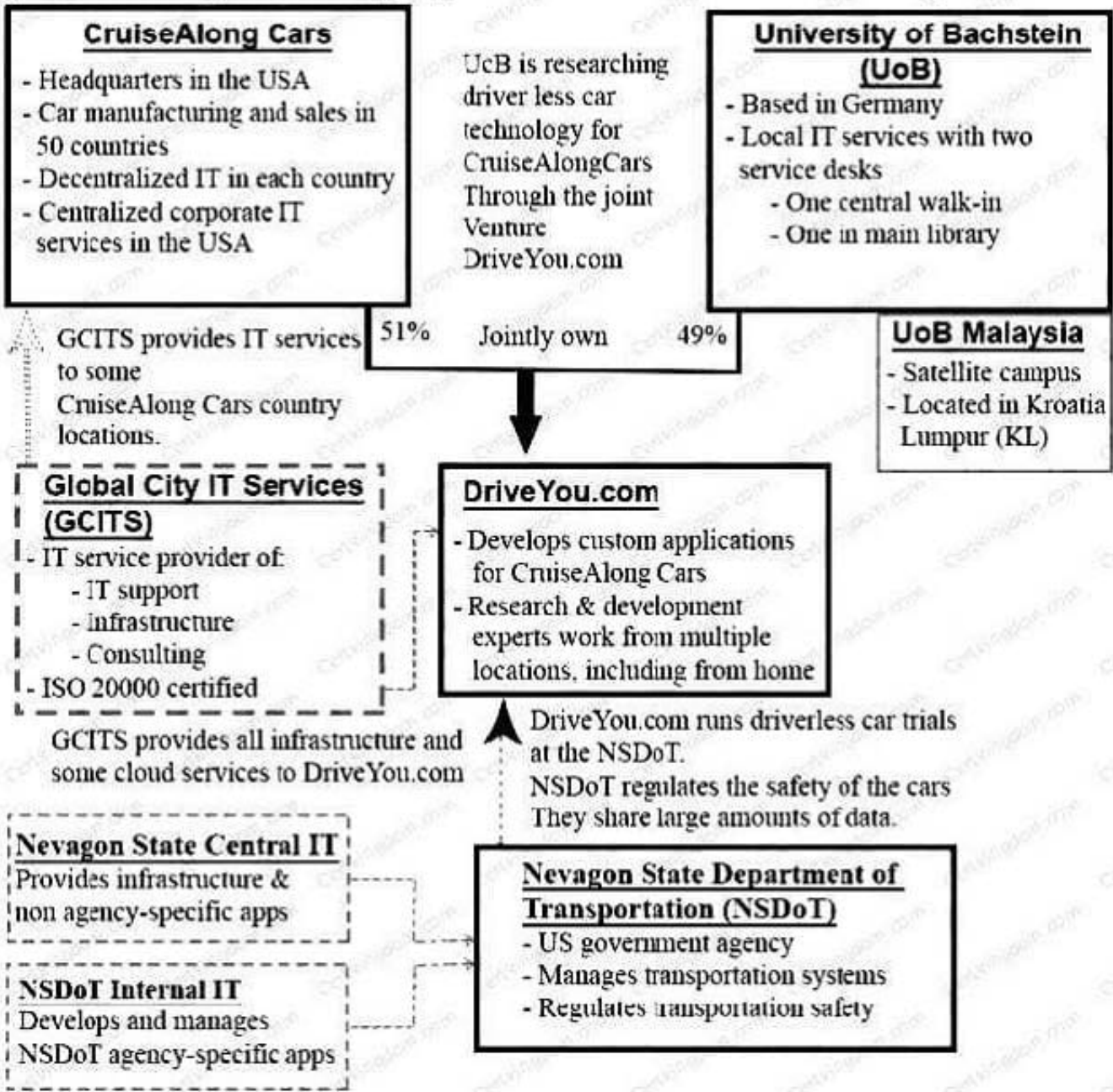
QUESTION 5

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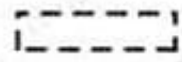


Legend

Organization



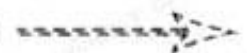
IT service provider



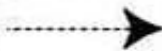
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During which two activities is it MOST important to measure average cost per incident?

	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

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