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QUESTION 1

In service relationships what is a benefit of identifying consumer roles?

- A. It enables effective stakeholder management
- B. It provides shared service expectations
- C. It removes constraints from the customer
- D. It enables a common definition of value

Correct Answer: A

QUESTION 2

From the perspective of a service provider how does the digital product lifecycle start?

- A. With the onboard mg of customers
- B. With the exploration of market opportunities
- C. With the co creation of value
- D. With the offboarding of customers

Correct Answer: B

QUESTION 3

What do design thinking and service-dominant logic have in common?

- A. Both require clearly defined requirements and acceptance criteria
- B. Both involve collaborating with customers to ensure their needs are met
- C. Both focus on product functionality and on building new features
- D. Both focus solely on the needs and problems of the consumers

Correct Answer: B

QUESTION 4

An organization is designing a survey to assess the needs and expectations of its staff.

What is this an example of?

- A. CI/CD



- B. Integration and data sharing
- C. Customer-orientation
- D. Employee satisfaction management

Correct Answer: D

QUESTION 5

How should the seven guiding principles be combined when an organization is making a decision?

- A. By using all the guiding principles equally when making any decision
- B. By using the one or two guiding principles that are most relevant to the specific decision
- C. By using the focus on value principle and one or two others that are relevant to the specific decision
- D. By reviewing each guiding principle to decide how relevant it is to the specific decision

Correct Answer: D

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