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Question 1

Question Type: MultipleChoice

A service desk uses triage to ensure they work on the most urgent tasks first. This sometimes causes user satisfaction issues, because low priority requests can wait a long time before anyone starts to work on them.

What is the BEST way to manage this issue?

Options:

- A- Train users so that they know their requests might be delayed if there are many higher priority tasks in the backlog
- B- Increase the priority of requests that have been waiting a long time and are at risk of breaching agreed service levels
- C- Recruit more service desk staff so that they are able to work on low priority requests even when there are many higher priority tasks
- D- Use first-in first-out prioritization instead of triage, to ensure that tasks are worked on in the order that they are requested

Answer:

B

Question 2

Question Type: MultipleChoice

An organization has received complaints from customers regarding incident resolution times. The organization is using value stream mapping to visualize the activities involved in restoring service following an outage. The team has designed an optimized flow that begins with the incident being generated by a monitoring tool, and ends when service is restored. Leadership is concerned that this approach has failed to provide the insight needed to reduce delays.

Which is the BEST action this team can take to address leadership's concern?

Options:

- A- Determine where work is sitting in queues
- B- Introduce additional sources of demand

- C- Compare the map to actual activities
- D- Automate repeatable work activities

Answer:

C

Question 3

Question Type: MultipleChoice

A technology organization is undergoing a strategic expansion, targeting emerging markets. The organization's current workforce has not had experience in dealing with the innovative products which are part of the new markets. What is the BEST strategic approach that the organization should adopt to resolve this situation?

Options:

- A- Increase the total number of employees focusing on new hires with expertise in emerging technologies
- B- Invest in targeted training programmes for existing staff in relevant emerging technologies
- C- Outsource the development of new technology segments to specialized vendors
- D- Restructure the organization to create specialized departments for emerging technologies

Answer:

B

Question 4

Question Type: MultipleChoice

An organization experiences delays when creating and changing products and services. This is largely because software developers store code in their individual repositories.

Which approach would help to resolve this situation?

Options:

- A- Continuous integration

- B- Continuous delivery
- C- Continuous deployment
- D- Change enablement

Answer:

A

Question 5

Question Type: MultipleChoice

A large organization has a centralized service desk, and many different teams that help to resolve incidents and manage service requests. They also use many different suppliers to support these activities.

What is the minimum number of different value streams that they need, in order to manage this work?

Options:

- A- One value stream for resolving incidents, and a separate value stream for managing service requests
- B- One value stream for the organization, and separate value streams for each supplier
- C- One value stream for the organization, and separate value streams for each team
- D- One value stream for all activity that arrives via the service desk

Answer:

D

Question 6

Question Type: MultipleChoice

An organization is in the process of restoring the online payment app service, and its IT teams have reached a stage where creative problem-solving is needed. What does this situation describe?

Options:

- A- Cooperation

- B- Servant leadership
- C- Algorithmic task
- D- Heuristic task

Answer:

D

Question 7

Question Type: MultipleChoice

A managed service provider manages an organization's suppliers, provides some delivery functions to the organization, and coordinates service integration and management between the organization and its suppliers. Which model is this an example of?

Options:

- A- Retained service integration
- B- Single provider
- C- Service guardian
- D- Service integration as a service

Answer:

D

Question 8

Question Type: MultipleChoice

Which concept is commonly applied to help organizations process and interpret unstructured text, with the aim to produce summaries or translations?

Options:

- A- Artificial intelligence
- B- ITSM software
- C- Information models
- D- Advanced analytics

Answer:

A

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