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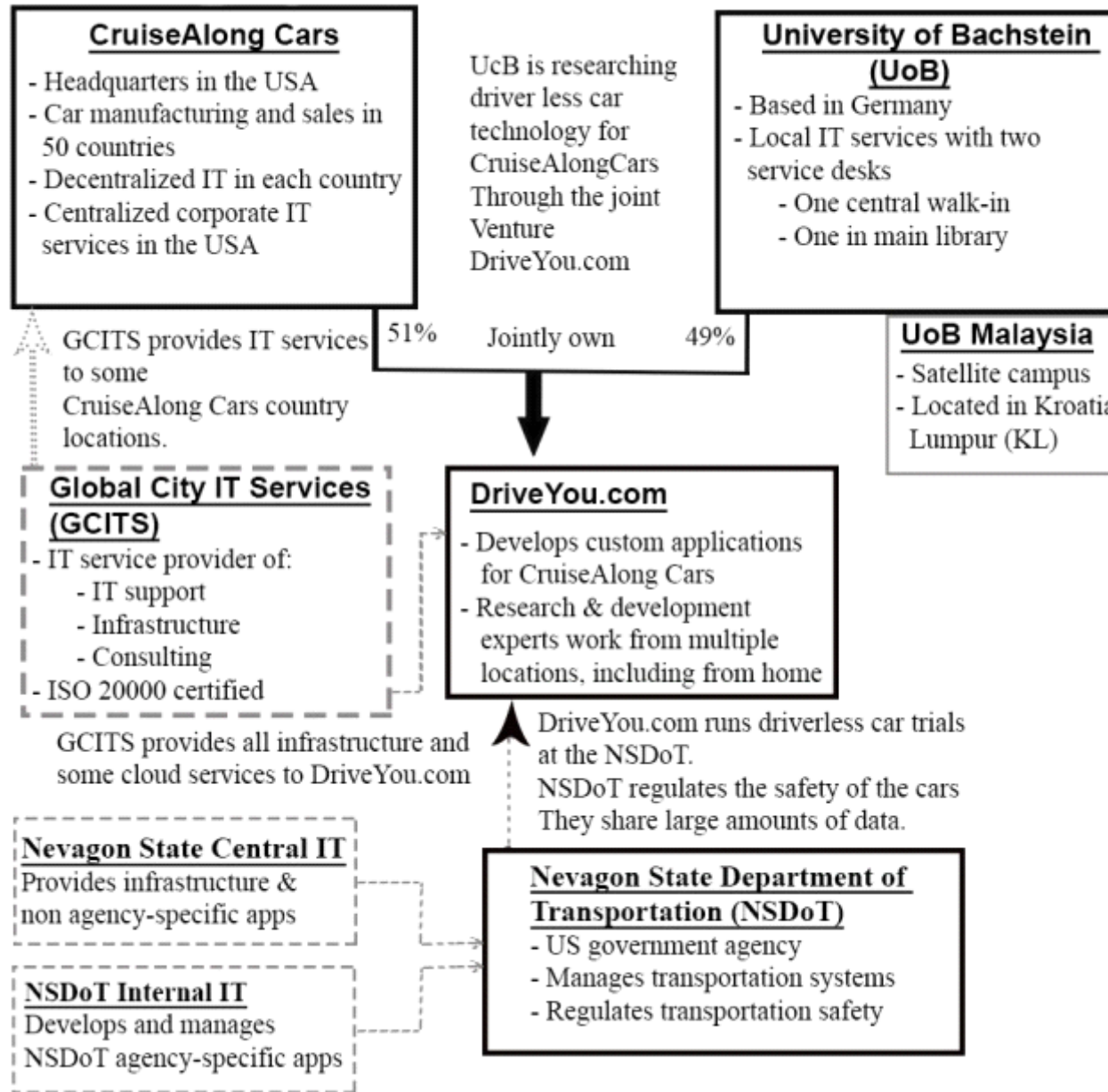**Check the Links on Last Page**

Question 1

Question Type: MultipleChoice

See the scenario for additional informational.

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

CruiseAlong Cars

- Headquarters in the USA
- Car manufacturing and sales in 50 countries
- Decentralized IT in each country
- Centralized corporate IT services in the USA

UcB is researching driver less car technology for CruiseAlongCars Through the joint Venture DriveYou.com

University of Bachstein (UoB)

- Based in Germany
- Local IT services with two service desks
    - One central walk-in
    - One in main library

GCITS provides IT services to some CruiseAlong Cars country locations.

51%   Jointly own   49%

UoB Malaysia

- Satellite campus
- Located in Kroatia Lumpur (KL)

Global City IT Services (GCITS)

- IT service provider of:
    - IT support
    - Infrastructure
    - Consulting
- ISO 20000 certified

DriveYou.com

- Develops custom applications for CruiseAlong Cars
- Research & development experts work from multiple locations, including from home

GCITS provides all infrastructure and some cloud services to DriveYou.com

DriveYou.com runs driverless car trials at the NSDoT.
NSDoT regulates the safety of the cars
They share large amounts of data.

Nevagon State Central IT
Provides infrastructure & non agency-specific apps

NSDoT Internal IT
Develops and manages NSDoT agency-specific apps

Nevagon State Department of Transportation (NSDoT)
- US government agency
- Manages transportation systems
- Regulates transportation safety

CruiseAlong Cars

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Some of the issues that CruiseAlong Cars needs to address include:

Inefficiencies caused by the current IT structure

Inconsistency of IT services when employees are travelling

CruiseAlong Cars is working with a European university (the University of Bachstein) to research and develop driverless car technology. The venture operates as an independent company called DriveYou.com, and

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(UoB). DriveYou.com develops custom applications using a highly collaborative, rapid and iterative development approach. Their employees are mostly research and development experts, working from multiple locations, with a significant number working from home. Initial driverless car testing is being conducted in the

US at the Nevegon State Department of Transportation.

Infrastructure and cloud services are purchased from Global City IT Services and other providers, and these relationships are managed by a DriveYou.com supplier manager.

Some of the issues that DriveYou.com needs to address include:

Better structure and accountability around their work practices Compliance with safety and other regulatory requirements.

University of Bachstein (UoB)

The UoB is a university that is based Germany, with a satellite campus in Kuala Lumpur, Malaysia. In the past,

some IT services were funded and run centrally, and some were funded and run independently by each faculty. Centrally owned services include a 'walk-in' service desk, plus a separate service desk in the main library, run by library staff. Library services and IT are both part of the university's administrative services division. Recently, under a new CIO, there has been a drive to centralize and consolidate IT as a corporate function, although this has not been fully achieved.

The central IT department runs a variety of legacy systems, which serve students, administrators, researchers and academics. It also runs some high performance computing systems and high bandwidth networks across the main campus area.

Some of the issues that the UoB needs to address include:

Complete the centralization and consolidation of IT

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NSDot is a government agency in the US state of Nevagon, where DriveYou.com is running their trials. It is responsible for managing transportation systems and safety. DriveYou.com must work with the agency to ensure that their trials comply with safety regulations, and the program includes bi0directional sharing of large amounts of data.

The NSDoT's internal IT team writes and manages most of their agency-specific applications, however most other applications and infrastructure are provided by the Nevagon State central IT department.

The IT department at the UoB does not have a service catalogue or a service portfolio, and there is limited understanding of the structure and value of services in the organization. Many of the individual departments and faculties are resistant to the CIO's vision for global services.

They have decided to appoint business relationship managers (BRMs) who will be expected to address many of the challenges, in order to support collaboration and help to define global services. Some business analysts are going to be transferred to these new positions.

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

Options:

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.

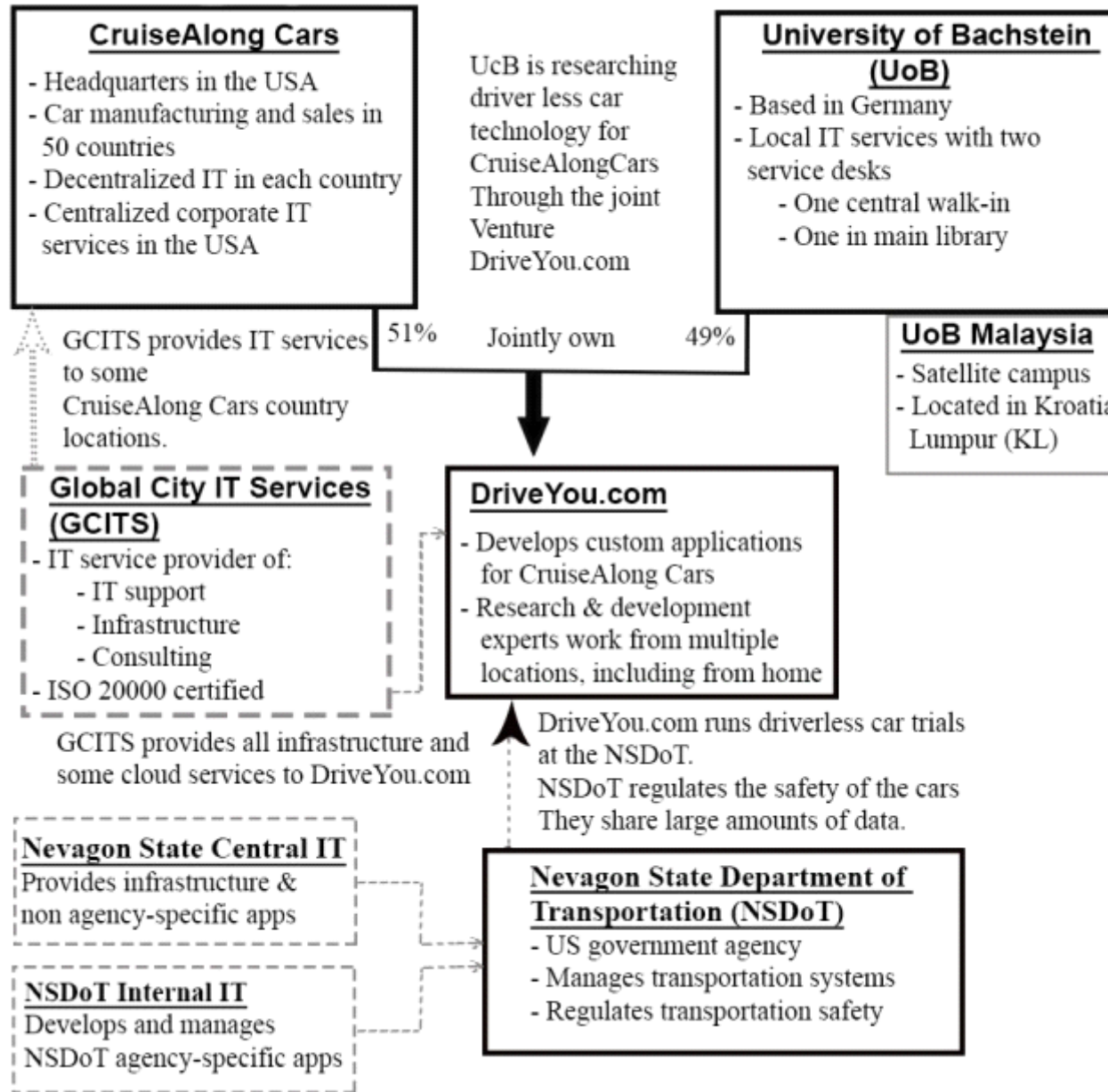**D-** Establish current performance levels and match the new service to them.

Answer:

D

Question 2

Question Type: **MultipleChoice**

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Some of the issues that CruiseAlong Cars needs to address include:

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The NSDoT's internal IT team writes and manages most of their agency-specific applications, however most other applications and infrastructure are provided by the Nevagon State central IT department.

The IT department at the UoB does not have a service catalogue or a service portfolio, and there is limited understanding of the structure and value of services in the organization. Many of the individual departments and faculties are resistant to the CIO's vision for global services.

They have decided to appoint business relationship managers (BRMs) who will be expected to address many of the challenges, in order to support collaboration and help to define global services. Some business analysts are going to be transferred to these new positions.

One of the BRMs has had an improvement idea for implementing a de-centralized support model that can be actioned quickly. The BRM proposed implementing the improvement in the next three months. The improvement was rejected by the CIO who has suggested that the idea should never have been proposed.

Which tool should the BRM have used to predict the CIO's response at this early stage?

Options:

A- The CSI register, to properly define the timescale for implementation.

B- The CSI register, to define who the improvement would be actioned by.

C- The orientation worksheet, to understand the organizational vision.

D- The orientation worksheet, to measure the success of the improvement.

Answer:

B

Question 3

Question Type: **MultipleChoice**

The improvement initiative has been running for a year and the BRMs believe it has been successful.What is the BEST way to demonstrate its success?

Options:

A- By completing a benefits realization review.

B- By facilitating a customer service review workshop.

C- By conducting a service catalogue gap analysis.

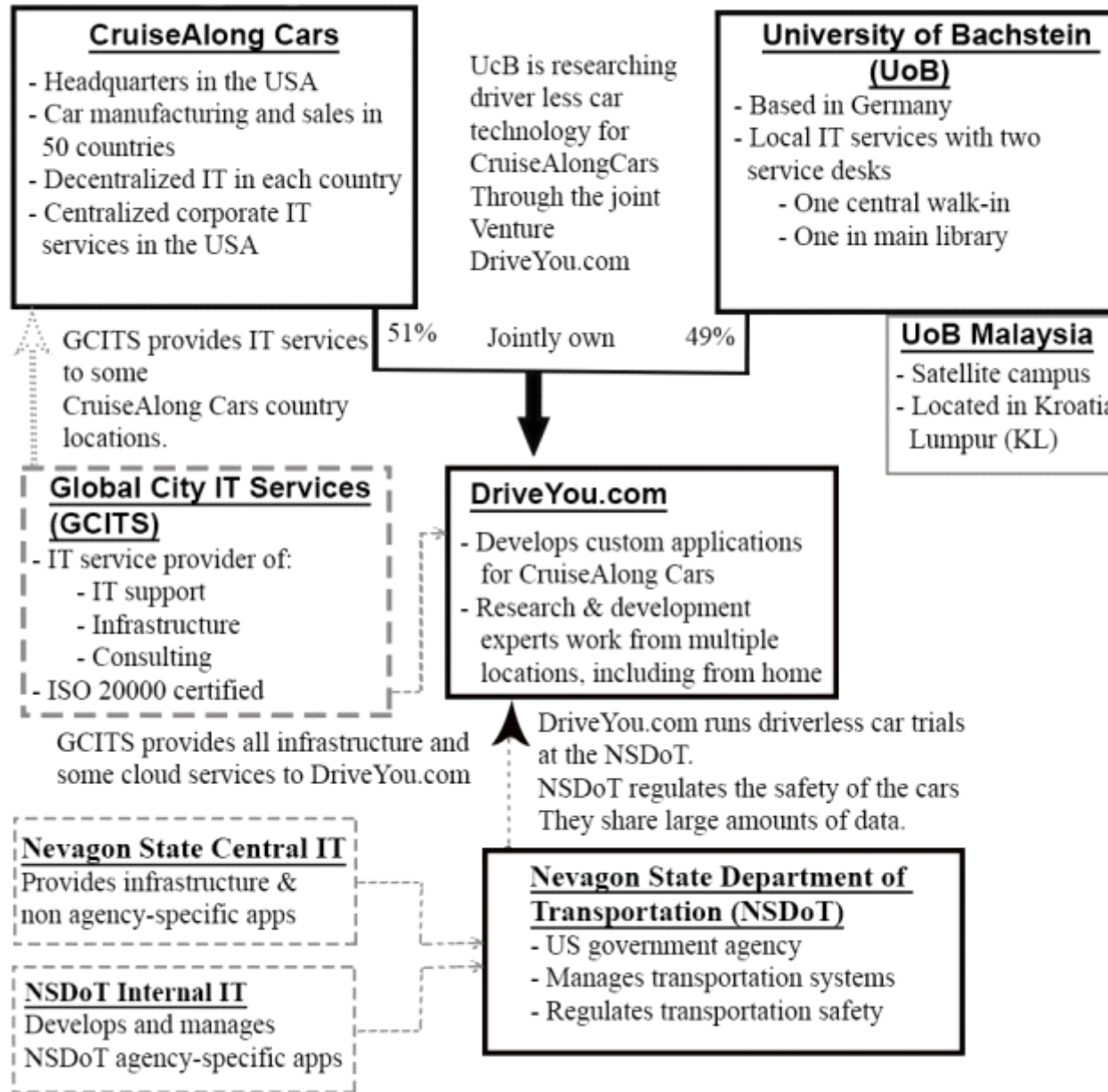**D-** By undertaking a stakeholder review analysis.

Answer:

C

Question 4

Question Type: MultipleChoice

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and faculties are resistant to the CIO's vision for global services.

They have decided to appoint business relationship managers (BRMs) who will be expected to address many

of the challenges, in order to support collaboration and help to define global services. Some business analysts are going to be transferred to these new positions.

The newly appointed BRMs are starting to define services and want to ensure that value, outcomes, costs and

risks are included in every service definition.

Which definition is the MOST complete?

Options:

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.

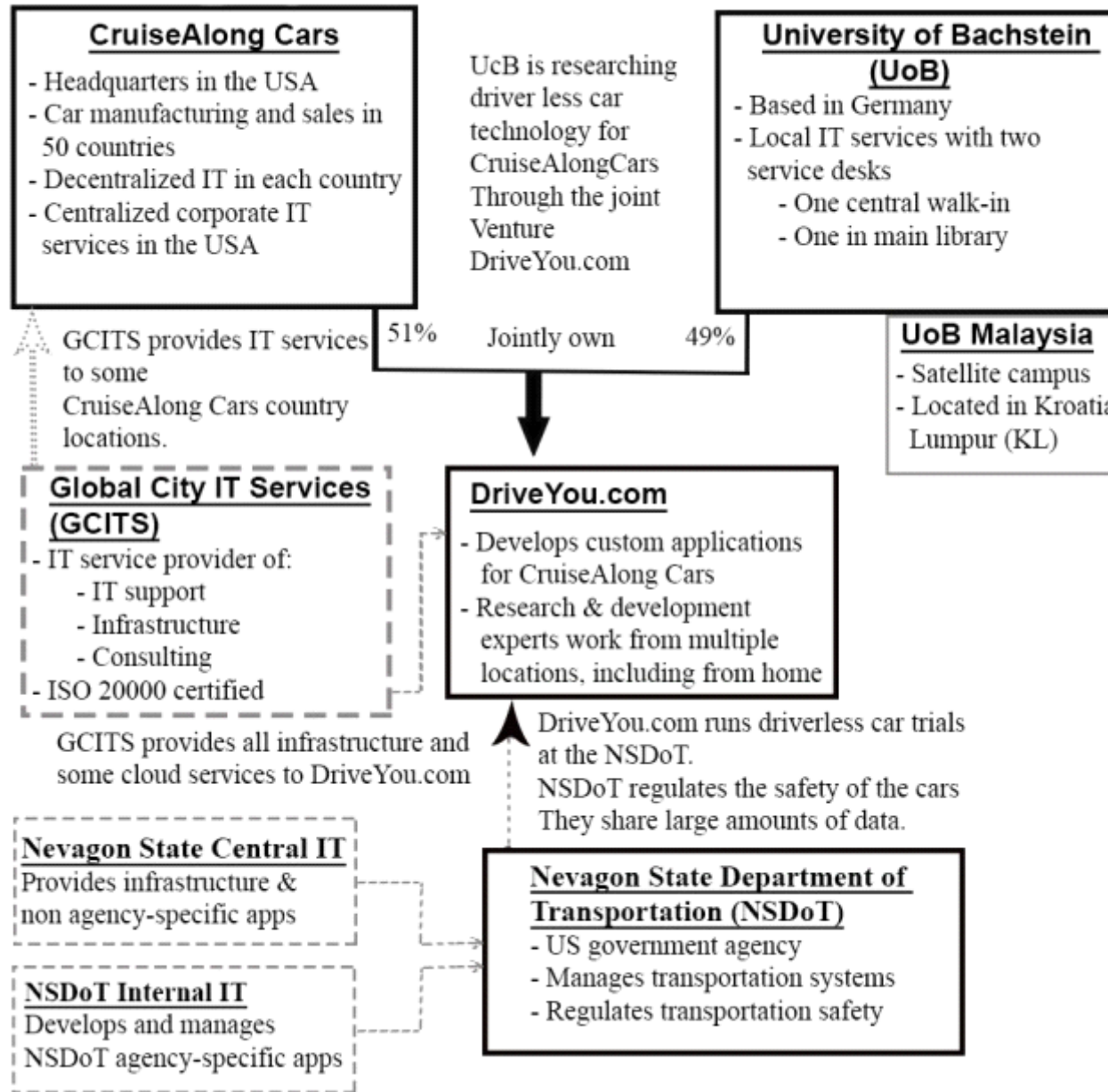supports calendar and shared distribution lists

Answer:

D

Question 5

Question Type: **MultipleChoice**

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Scenario:
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They have decided to appoint business relationship managers (BRMs) who will be expected to address many of the challenges, in order to support collaboration and help to define global services. Some business analysts are going to be transferred to these new positions.

What is the BEST way to define the role of the BRM at the university?

Options:

A- Adopt a job description that matches the example of the BRM role in the ITIL guidance.

B- Appoint the BRMs and ask them to define their own role, based on ITIL guidance.

C- Identify the expected outcomes and define the BRM role by building on the guidance in ITIL.

D- Adopt the job descriptions of business analysts and ensure they focus on the customer aspect of their work.
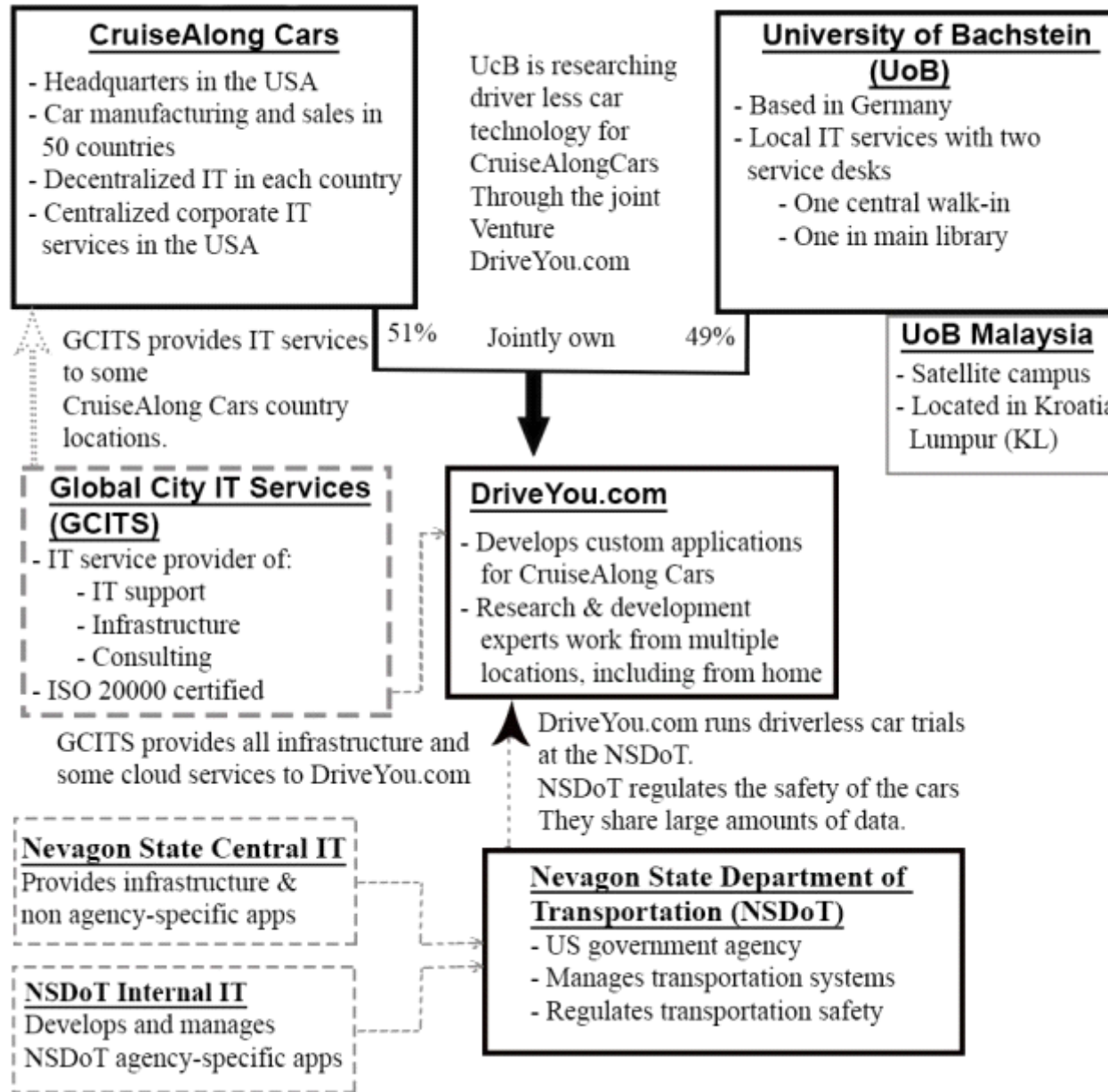
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C

Question 6

Question Type: **MultipleChoice**

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CruiseAlong Cars is planning to improve the provision and support of IT services for senior executives who travel. They will deploy new mobile technology to enhance the user experience. They will also improve the incident management and request fulfilment processes and standardize these across service desks.

They are taking an iterative approach and have released the first iteration of improvements. A project manager has been appointed for this improvement initiative.

After the business case is approved and a project is initiated, the project manager needs to create a stakeholder communication plan to implement the change. Here is an extract from the plan:

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

What communications approach is the BEST option to enter into the missing field, and why?

Options:

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.

Answer:

D