Free Questions for ITILSC-OSA by certsinside

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Question 1

The success of Service Operation phase is based on some important Critical Success Factors. From the options below, which would be the most important for Service Operation?

Options:

A- Management support for using phase

Business support to ensure users use Service Desk as little as possible

Champions to drive process usage

Staffing and retention of Service Desk

Service management usage

Suitable tools -- especially Incident Management

Measurement and reporting of capacity

B- Management support for setting up phase

Business support to ensure users call Service Desk

Champions to lead process implementation

Staffing and retention of Service Desk

Service management training

Suitable tools

Measurement and reporting of usage

C- Management support for setting up SD

Business support to ensure users call Service Desk

Champions to lead Service Support

Staffing and retention of Service Desk

Service management understanding

Suitable tools -- especially Service Desk

Measurement and reporting

D- Management support for setting up phase

Business support to ensure users use Service Desk

Champions to lead process implementation

Staffing and retention of Service Desk

Service management training

Suitable tools -- especially Service Desk

Measurement and reporting

Answer:

D

Question 2

Question Type: MultipleChoice

Scenario

You are the CIO of a large stock broking firm, based in Hong Kong. Recently this company has acquired two other major firms in London and New York. Total Company staff now exceeds 800 people. Each Firm currently has their own Service Desk.

Hong Kong has 10 SD staff to 400 employees, with 6 2nd level support staff

London has 3 SD staff to 140 employees with 3 2nd level support staff

New York has 5 SD staff to 250 employees with 5 2nd level support staff

With this new merger comes new support issues. Complaints are coming in to say that there si an imbalance with ratio of IT support staff to users, Service Desks in London and New York are having trouble knowing and supporting new systems which has resulted in users calling Hong Kong Service Desk. This has resulted in higher resolution times and an inability to get through to the service desk The Business is not happy with the current situation.

Refer to the scenario.

A)

Request Fulfilment	Access Management
You highlight that this new process will work well with the new SD setup as Request Fulfilment will provide quick and effective access to standard services, which business staff can use to improve their productivity, for the quality of business services and products. You stress that Request Fulfilment effectively reduces the bureaucracy involved in requesting and receiving access to existing or new services, therefore also reducing the cost of providing these services	You raise the following benefits: o Controlled access to services o Employees have the right level of access o Less likelihood of errors in data entry o Ability to audit o Ability to easily revoke access rights o Maybe needed for regulatory compliance

B)

Request Fulfilment	Access Management
You highlight that this new process will work well Incident Management as Request Fulfilment will provide quick and effective access to standard services, which business staff can use to improve their productivity, for the quality of business services and products. You stress that Request Fulfilment effectively reduces the waiting time for requesting and receiving access to existing or new services, therefore also reducing the complaints from users	You raise the following benefits: o Controlled access to networks o Employees have the right level of access o Less likelihood of errors in data entry o Ability to audit o Ability to easily revoke access policies o Maybe needed for regulatory compliance

C)

Request Fulfilment	Access Management
You highlight that this new process will work well with the new SD setup as Request Fulfilment will provide quick and effective access to standard services, which business staff can use to improve their productivity, for the quality of business services and products. You stress that Request Fulfilment effectively reduces the waiting time for requesting and receiving access to existing or new services, therefore also reducing the complaints from users	You raise the following benefits: o Controlled access to services o Employees have the right level of access o Less likelihood of errors in data entry o Ability to audit o Ability to easily revoke access rights o Maybe needed for regulatory compliance

D)

Request Fulfilment	Access Management
You highlight that this new process will work well Incident Management as Request Fulfilment will provide support standard services, which IT staff can use to improve their productivity, for the quality of business services and products. You stress that Request Fulfilment effectively reduces the waiting time for requesting and removing access to existing or new networks, therefore also reducing the complaints from users	You raise the following benefits: o Controlled access to networks o Employees have the right create own access o Less likelihood of errors in data entry o Ability to audit o Ability to easily revoke access policies o Maybe needed for business compliance

Options:

A- Option A

B- Option B

C- Option C

D- Option D

Answer:

A

Question 3

Scenario

You are the CIO of a large stock broking firm, based in Hong Kong. Recently this company has acquired two other major firms in London and New York. Total Company staff now exceeds 800 people. Each Firm currently has their own Service Desk.

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Refer to the scenario.

As CIO, you decide to reorganize the Service Desk structure as a means to address the levels of service. You decide to use a follow the sun Service Desk. Which of the following descriptions to you present to the Business as your solution?

Options:

A- By implementing a follow the sun SD, you use current data to determine minimum staffing requirements in each location to support its own location and the expected support levels in other locations. You then ensure that SD staff are trained on all current services. You appoint 2 Super Users per Service Desk to act as a buffer and to assist the users. You set up SD schedule based on usage and work hours.

B- By implementing a follow the sun SD, you use current data to determine minimum staffing requirements in each location to support its own location and the expected support levels in other locations. You then ensure that all SD staff are trained on all current services and able to provide an average of 60% 1st line support as a target you appoint 2 Super Users per location to act as a buffer and to assist the users. You set up SD schedule based on usage and work hours

C- By implementing a follow the sun SD, you will start by investigating if the current infrastructure is capable of supporting a global service desk, including use of VOIP technology (this is possible). You use current data to determine minimum staffing requirements in each location to support its own location and the expected support levels in other locations. You decide to use English as the main language for all support. You then ensure that all SD staff are trained on all current services and able to provide an average of 60% 1st line support as a target you appoint 2 Super Users per location to act as a buffer and to assist the users. You set up SD schedule based on usage and work hours

D- By implementing a follow the sun SD, location. You decide to keep local languages for SD. You use current data to determine minimum staffing requirements in each location to support its own location. You then ensure that all SD staff are trained on local services and able to provide an average of 60% 1st line support as a target. You appoint 2 Super Service Desk Operators per location to act as a buffer and to assist the users.

Answer:

C

Question 4

Scenario

Vision Media is an international media organization, operating various lines of business including:

Film Production

Television (production and delivery of their own channel in the United States VisionOne)

Print media (including newspapers in 15 countries)

Online Advertising

The organization has recently been restructured, and now is comprised of the following companies and departments:

Vision Films (production of movies and television shows)

VisionOne (television channel)

VisionNews (coordinates all of the sub-companies involved in the delivery of printed newspapers, as well as being the centralized source of news information for all company owned media outlets)

VisionNet (managing the online and internet businesses)

Legal Services

Finance and Administration
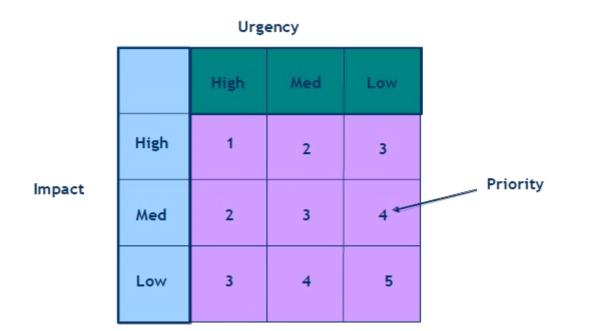
Human Resources

Information Technology

The organization is also actively pursuing growth in the online market, and is currently holding discussions with the leading online news provider about the possible acquisition of their company. This would increase the overall size of Vision Media by around 15%.

The Information Technology department acts as a Shared Service Unit, providing IT Services to all of sub-companies and departments, which complement some of the Internal Service Providers that also exist. The director of Information Technology has realized the need to improve the quality of services offered by implementing ITIL, and has decided to do so using a phased approach. Some of the Service Design and Service Transition processes have already been implemented, and they are now planning the implementation of Service Operation.

While the IT director does have tentative support from the other directors and CEO, budgets for implementing the Service Operation processes have not been finalized, and still require a business case to be formally submitted.

Refer to the exhibit.

Sally Robbins, who had previously managed the IT department's Service Desk, has now been assigned the role of Incident Manager. To assist in the implementation of the process, Sally has conducted a number of meetings with IT staff, customers, external suppliers and other relevant stakeholders to identify their requirements. Based on these discussions, Sally has created following impact definitions, which will be used in conjunction to the given urgency to determine the appropriate timescales and effort applied for response and resolution to recorded incidents.

Urgency

Impact		High	Med	Low
	High	1	2	3
	Med	2	3	4
	Low	3	4	5

Priority

Impact Definition:

Low Impact

Affects a single user, preventing them from performing normal work functions

A single, non-critical device or peripheral is unavailable

Medium Impact

Multiple users are affected, preventing them from performing normal work functions

A regular business function is unavailable to part of a or organizational unit department

High Impact

A vital business function is unavailable to an entire department or company owned organization

Major Incident

A vital business function is unavailable to all Vision

Media departments and company owned organizations

Example Incidents:

Options:

I- The IT manager of Vision Films detects that their dedicated Virtual Private Network linking them to Vision Media's corporate IT systems has failed. This has prevented users from accessing or modifying any file, document or system maintained by the centralized IT department of Vision Media.

II. The vice-president of the Finance and Administration department reports that her laptop keeps rebooting. She has an important report to complete for the Chief Executive Officer.

III. The president of Vision TV is unable to stream high-definition video from a regional office. He requires the regional office's WAN connection to be upgraded to a 14.4 M/bit wireless mobile network.

IV. A IT staff member is alerted to the failure of systems provided by Human Resources to all other departments and sub companies to manage payments and leave for Vision Media employees (and those employed by organizations fully owned by Vision Media)

Which of the following responses provides the correct assignment of impact to the above incidents?

A- I. High Impact
II. Medium Impact

III. Not an incident, should be a Request for Change

IV. Major Incident

B- I. High Impact

II. Low Impact

III. Not an incident, should be a Request for Change

IV. Major Incident

C- I. Major Incident

II. Medium Impact

III. High Impact

IV. Major Incident

D- I. High Impact

II. Low Impact

III. Medium Impact

IV. Major Incident

Answer:

B

Question 5

Question Type: **MultipleChoice**

Scenario

Vision Media is an international media organization, operating various lines of business including:

Film Production

Television (production and delivery of their own channel in the United States VisionOne)

Print media (including newspapers in 15 countries)

Online Advertising

The organization has recently been restructured, and now is comprised of the following companies and departments:

Vision Films (production of movies and television shows)

VisionOne (television channel)

VisionNews (coordinates all of the sub-companies involved in the delivery of printed newspapers, as well as being the centralized source of news information for all company owned media outlets)

VisionNet (managing the online and internet businesses)

Legal Services

Finance and Administration

Human Resources

Information Technology

The organization is also actively pursuing growth in the online market, and is currently holding discussions with the leading online news provider about the possible acquisition of their company. This would increase the overall size of Vision Media by around 15%.

The Information Technology department acts as a Shared Service Unit, providing IT Services to all of sub-companies and departments, which complement some of the Internal Service Providers that also exist. The director of Information Technology has realized the need to improve the quality of services offered by implementing ITIL, and has decided to do so using a phased approach. Some of the Service Design and Service Transition processes have already been implemented, and they are now planning the implementation of Service Operation.

While the IT director does have tentative support from the other directors and CEO, budgets for implementing the Service Operation processes have not been finalized, and still require a business case to be formally submitted.

Refer to the exhibit.

The IT director is now considering the implementation of the Service Operation functions. However there seems to be overlap between the goals and objectives for each of the functions, which is causing some concern among staff involved in the project.

Which of the following responses BEST describes the objectives of the four Service Operation functions?

A)

Service Desk	Technical Management
• To act as a single point of contact for all user incidents, requests and general communication. • To restore 'normal service operation' as quickly as possible in the case of disruption. • To improve user awareness of IT issues and to promote appropriate use of IT services and resources. • To assist the other IT functions by managing user communication and escalating incidents and requests using defined procedures.	• To design highly resilient, cost effective technical architectures. • To use adequate technical skills to maintain the technical infrastructure in optimum condition. • To use technical skills to speedily diagnose and resolve any technical failures that do occur. • To ensure resources are effectively trained and deployed to design, build, transition, operate and improve the technology to deliver and support IT Services.
IT Operations Management	**Application Management**
• To maintain the 'status quo' to achieve stability of the organization's day to day processes and activities. • To monitor and identify potential improvements to achieve improved service at reduced costs, whilst maintaining stability. • To apply swift operational skills to diagnose and resolve any IT operations failures that occur. • To manage all physical IT environments, usually data centers, computer rooms and recovery sites.	• To deliver new and modified applications that are well designed, interface with existing architectures, are resilient and cost-effective. • To ensure the functionality and performance requirements of the business are delivered in optimal fashion. • To use appropriate skills to maintain optimum availability of applications. • To assist in the decision whether to build or buy software that meets business requirements.

B)

Service Desk	Technical Management
• To act as a single point of contact for all IT incidents, requests, problems and general communication. • To restore services as quickly as possible in the case of disruption. • To improve user awareness of IT issues and to promote efficient use of IT services and resources. • To resolve incidents, problems and service requests using defined processes and procedures.	• To maintain the 'status quo' to achieve stability of the organization's IT services. • To identify potential improvements to achieve improved service at reduced costs, whilst optimizing stability. • To coordinate swift technical skills to diagnose and resolve any IT operations failures that occur. • To manage all physical IT environments, usually data centers, computer rooms and recovery sites.
IT Operations Management	**Application Management**
• To build highly resilient, cost effective technical architectures. • To use adequate technical skills to maintain the technical infrastructure in optimum condition • To use technical skills to speedily diagnose and resolve any technical failures that do occur. • To test applications for identifying the potential impact on the production environment. • To contact users to advise when technical problems are resolved.	• To build new and modified applications that are well designed, interface with existing architectures, are resilient and cost-effective. • To ensure the functionality and usability requirements of the business are delivered in optimal fashion. • To ensure resources are effectively trained and deployed to deliver and support IT Services. • To efficiently respond to failures and diagnose and resolve any disruptions that occur.

C)

Service Desk	Technical Management
• To act as a single point of contact for all customer incidents, requests and general communication. • To restore services as quickly as possible in the case of disruption. • To improve user awareness of IT issues and to promote efficient use of IT services and resources. • To assist the other IT functions by managing user communication and resolving incidents and requests using defined procedures.	• To build highly resilient, cost effective technical architectures. • To use adequate technical skills to maintain the technical infrastructure in optimum condition • To use technical skills to speedily diagnose and resolve any technical failures that do occur. • To ensure resources are effectively trained and deployed to deliver and support IT Services. • To contact users to advise when technical problems are resolved.
IT Operations Management	Application Management
• To maintain the 'status quo' to achieve stability of the organization's day to day processes and activities. • To identify potential improvements to achieve improved service at reduced costs, whilst optimizing stability. • To coordinate swift technical skills to diagnose and resolve any IT operations failures that occur. • To manage all physical IT environments, usually data centers, computer rooms and recovery sites.	• To build new and modified applications that are well designed, interface with existing architectures, are resilient and cost-effective. • To ensure the functionality and usability requirements of the business are delivered in optimal fashion. • To test applications prior to deployment into the production environment. • To efficiently respond to failures and diagnose and resolve any disruptions that occur.

D)

Service Desk	Technical Management
• To act as a single point of contact for all IT incidents, requests, problems and general communication. • To restore services as quickly as possible in the case of disruption. • To improve user awareness of IT issues and to promote efficient use of IT services and resources. • To resolve incidents, problems and service requests using defined processes and procedures.	• To build highly resilient, cost effective technical architectures. • To use adequate technical skills to maintain the technical infrastructure in optimum condition. • To use technical skills to speedily diagnose and resolve any technical failures that do occur. • To test applications for identifying the potential impact on the production environment • To contact users to advise when technical problems are resolved.
IT Operations Management	**Application Management**
• To maintain the 'status quo' to achieve stability of the organization's IT services. • To identify potential improvements to achieve improved service at reduced costs, whilst optimizing stability. • To coordinate swift technical skills to diagnose and resolve any IT operations failures that occur. • To manage all physical IT environments, usually data centers, computer rooms and recovery sites.	• To build new and modified applications that are well designed, interface with existing architectures, are resilient and cost-effective. • To ensure the functionality and usability requirements of the business are delivered in optimal fashion. • To ensure resources are effectively trained and deployed to deliver and support IT Services. • To efficiently respond to failures and diagnose and resolve any disruptions that occur.

Options:

A- Option A

B- Option B

C- Option C

D- Option D

Answer:

A

Question 6

Question Type: **MultipleChoice**

Scenario

Vision Media is an international media organization, operating various lines of business including:

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Television (production and delivery of their own channel in the United States VisionOne)

Print media (including newspapers in 15 countries)

Online Advertising

The organization has recently been restructured, and now is comprised of the following companies and departments:

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VisionNews (coordinates all of the sub-companies involved in the delivery of printed newspapers, as well as being the centralized source of news information for all company owned media outlets)

VisionNet (managing the online and internet businesses)

Legal Services

Finance and Administration

Human Resources

Information Technology

The organization is also actively pursuing growth in the online market, and is currently holding discussions with the leading online news provider about the possible acquisition of their company. This would increase the overall size of Vision Media by around 15%.

The Information Technology department acts as a Shared Service Unit, providing IT Services to all of sub-companies and departments, which complement some of the Internal Service Providers that also exist. The director of Information Technology has realized the need to improve the quality of services offered by implementing ITIL, and has decided to do so using a phased approach. Some of the Service

Design and Service Transition processes have already been implemented, and they are now planning the implementation of Service Operation.

While the IT director does have tentative support from the other directors and CEO, budgets for implementing the Service Operation processes have not been finalized, and still require a business case to be formally submitted.

Refer to the exhibit.

There is some confusion as to how the process of Access Management should be designed. In particular, there is debate as to how the process should be integrated into the overall approach of IT Service Management within Vision Medi

a. The IT director has asked for submissions from some of her staff, describing how they think Access Management should be designed.

Which of the following submissions describes the most appropriate way in which to design and implement Access Management within Vision Media?

Options:

A- The design of a quality Access Management process will need to consider the current state of IT Service Management that exists within the IT department, as well as the organizational requirements of Vision Media in general. This will require interfaces to be created with:
Information Security Management: Which is responsible for the development and renewal of security policies, guidelines and procedures, which are then executed by Access Management
Service Level Management: Which is responsible defining the customer requirements for access to IT services
Request Fulfillment: Access Management will often be triggered by Service Requests, taken by the Service Desk or submitted using automated and self-help mechanisms

Change Management: Request for Changes (RFCs) will often involve modification of access rights

Demand Management: Which will provide information as to the patterns of business that will generate requests for access.

Outside the scope of IT Service Management, some of the interfaces that will also need to be created are:

Human Resources: So that effective (and automated) communication exists to assist in the creation, modification, removal and audit of access rights.

General:

Direct requests from department managers

Requests for enabling increased access for VIP staff

B- The design of an efficient Access Management process will need to account for the existing IT Service Management processes already implemented within the IT department, as well as the Human Resource requirements of Vision Media in general. This will require interfaces to be created with:

Information Security Management: Which is responsible for the development and renewal of security policies, guidelines and procedures, which are then executed by Access Management

Capacity Management: Which is responsible for the design of systems and infrastructure, which are in turn supported by Access Management

Knowledge Management: Each Knowledge base will require various levels of access to be defined and enforced.

Change Management: Request for Changes (RFCs) will often involve modification of access rights

Demand Management: Which will provide information as to the patterns of business that will generate requests for access

Outside the scope of IT Service Management, some of the interfaces that will also need to be created are:

Legal Services: So that the Legal department can verify the request for access is appropriate and lawful.

* General:

Direct requests from department managers

Requests for enabling increased access for VIP staff

C- It is important that the implementation of Access Management considers a number of key interfaces with existing IT Service Management processes, as well as other business processes, to ensure success and satisfaction of its defined objectives. This includes:

Information Security Management: Which is responsible for the development and renewal of security policies, guidelines and procedures, which are then executed by Access Management

Availability Management: Which is responsible for the design of security systems and infrastructure, which are in turn supported by Access Management

Request Fulfillment: Access Management will often be triggered by Service Requests, taken by the Service Desk or submitted using automated and self-help mechanisms

Change Management: Request for Changes (RFCs) will often involve modification of access rights

Configuration Management: Which can be used to record relationships between users and systems they can access.

Outside the scope of IT Service Management, some of the interfaces that will also need to be created are:

Human Resources: So that effective (and automated) communication exists to assist in the creation, modification, removal and audit of access rights.

General:

Direct requests from department managers

Requests for enabling restricted access to contractors and external suppliers

D- Access Management will need to be implemented in isolation from existing IT Service Management processes already in place at Vision Media so that its' integrity can be ensured. The only exception to this is Information Security Management, which is responsible for the development and renewal of security policies, guidelines and procedures. Access Management uses these as formal inputs, which are then executed accordingly.

Answer:

C