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**Vendor:**ITIL

**Exam Code:**ITIL-PRACTITIONER

**Exam Name:**ITIL Practitioner Certification - IT Service  
Management

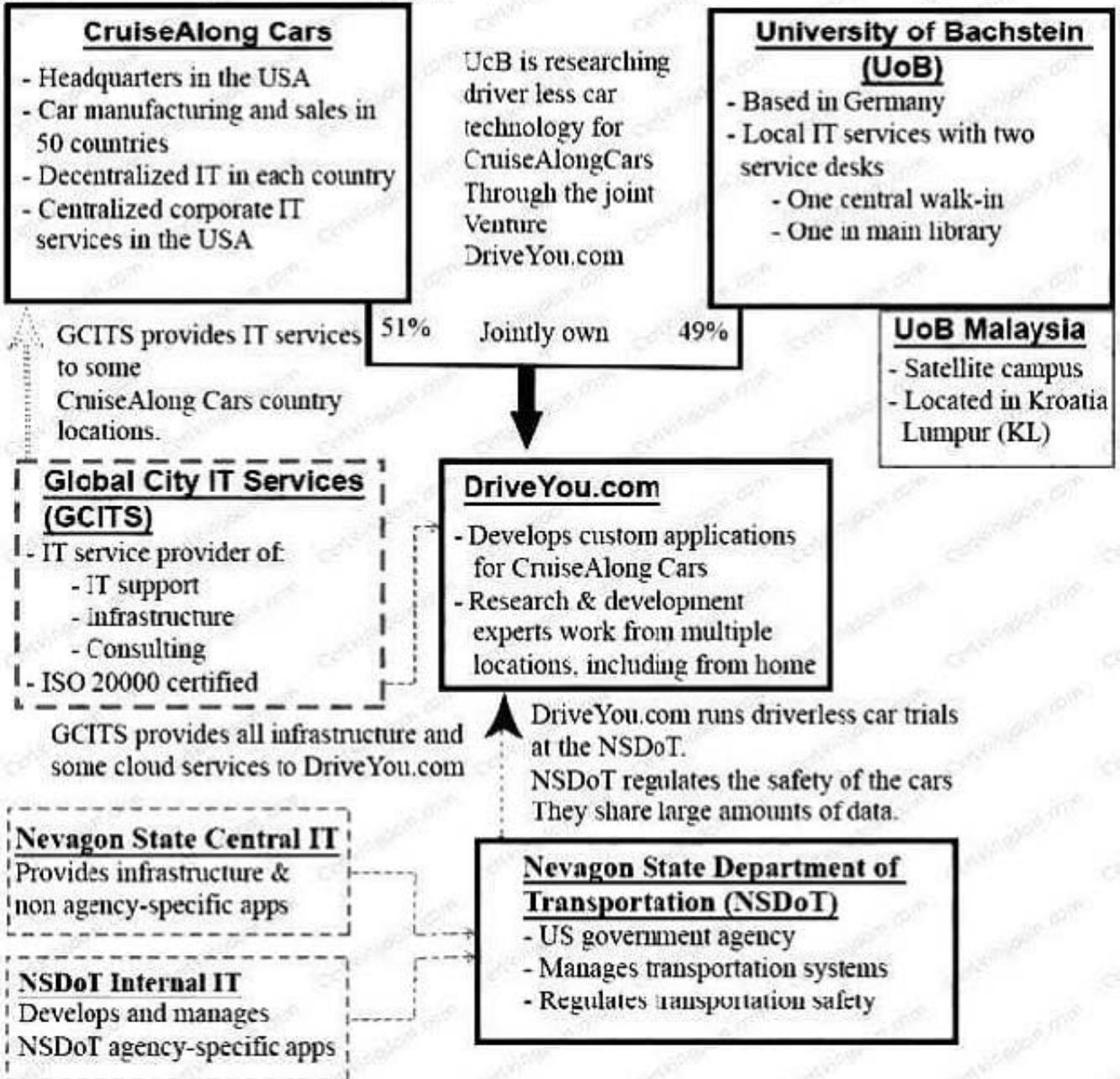
**Version:**Demo

## QUESTION 1

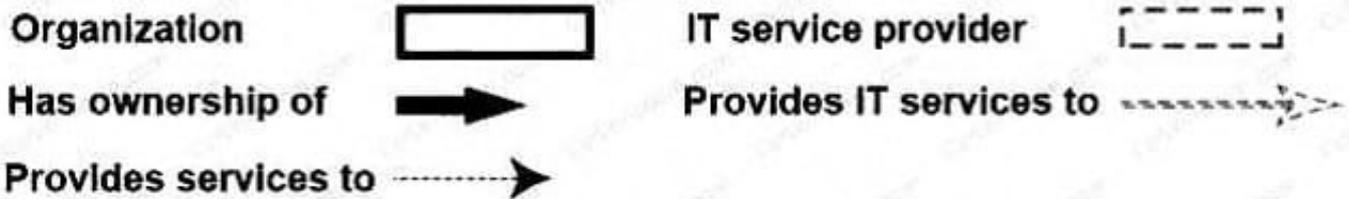
See the scenario for additional informational.

### Scenario:

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## Legend



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

	<b>Activity</b>
<b>1</b>	<b>Agreeing the high-level objectives for the improvement initiative</b>
<b>2</b>	<b>Understanding the current situation</b>
<b>3</b>	<b>Reviewing the improvement initiative to see if it has succeeded</b>
<b>4</b>	<b>Defining the detailed objectives for the improvement initiative</b>

A. 1 and 2.

B. 2 and 3.

C. 3 and 4.

D. 1 and 4.

Correct Answer: A

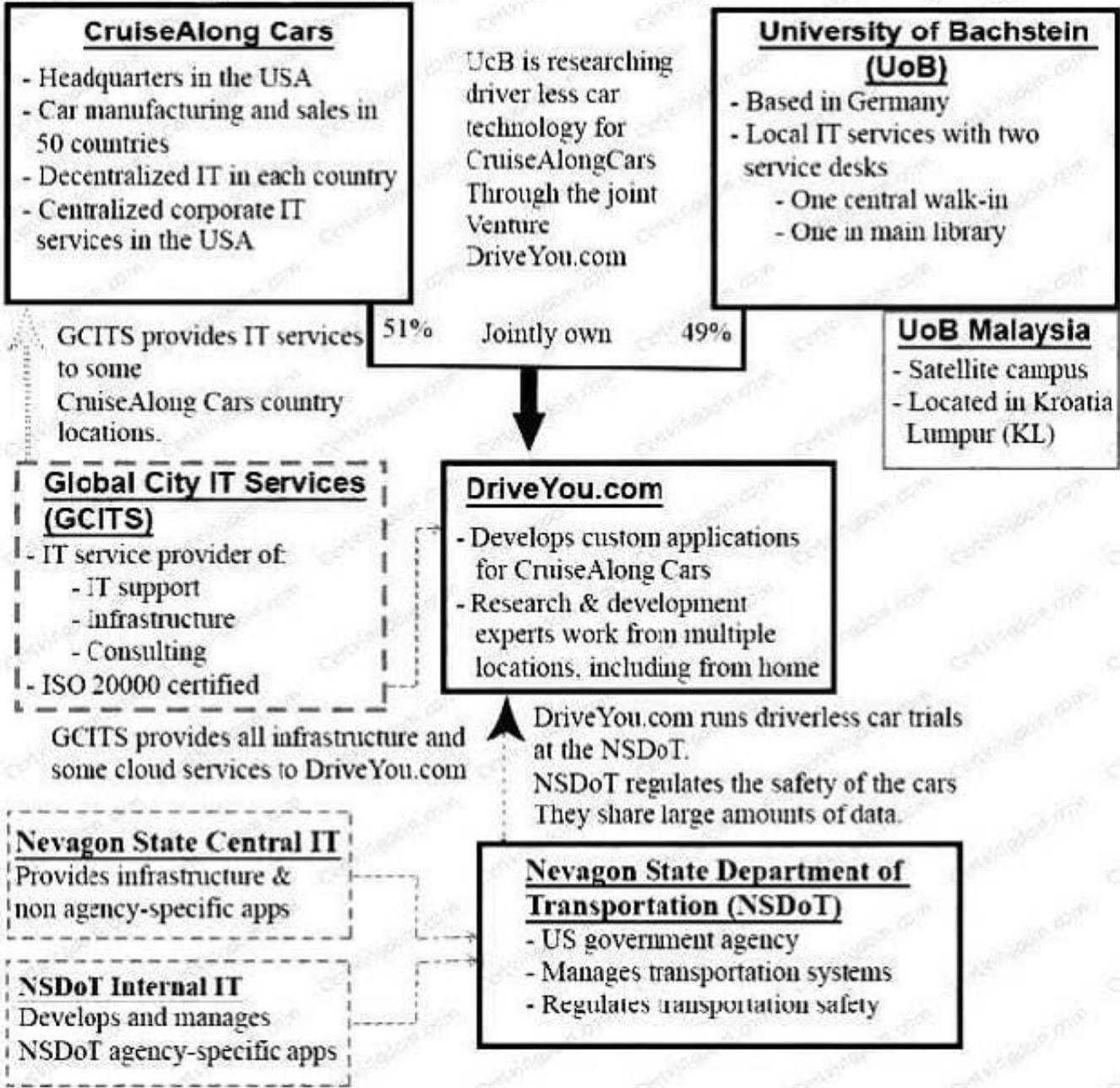
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## **QUESTION 2**

See the Scenario for additional information.

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**Legend**

**Organization**



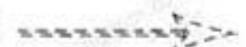
**IT service provider**



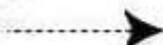
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**Provides IT services to**



**Provides services to**



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What is the BEST way to follow the guiding principle 'observe directly' when defining the requirements for the new consolidated ITSM toolset?

- A. Hold a workshop with IT support staff and business process owners in all countries.
- B. Hold a workshop with a representative group of IT support staff and business management.
- C. Visit a representative group of IT management and IT support staff.
- D. Visit senior IT management and business management in all countries.

Correct Answer: C

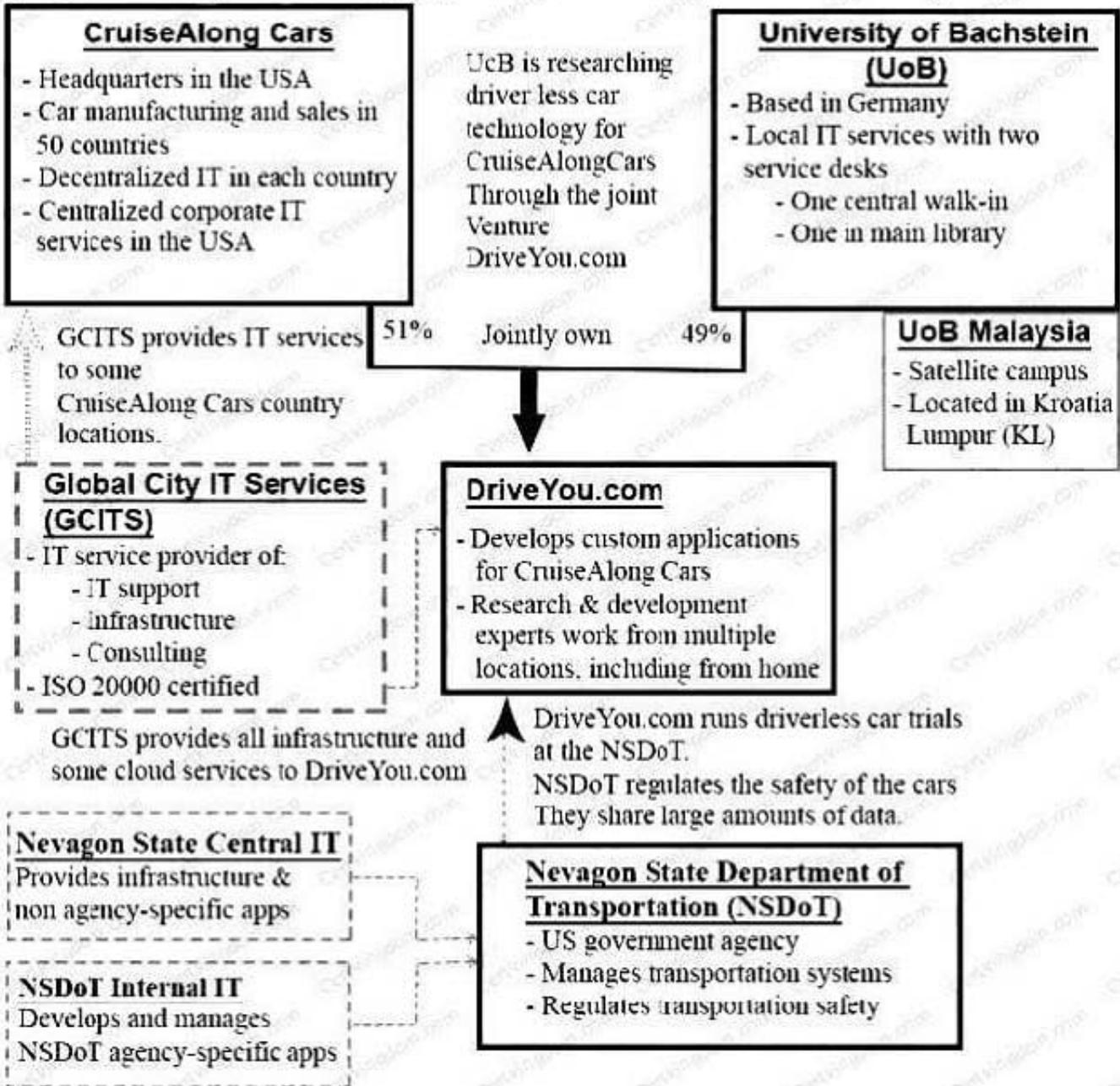
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**QUESTION 3**

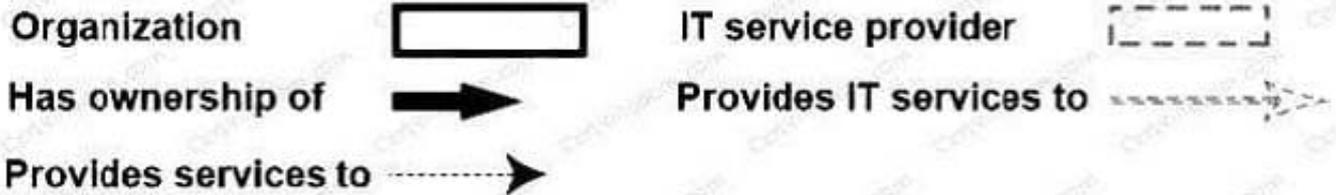
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Which is the BEST tool to use, and to whom will it be provided?

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

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#### **QUESTION 4**

Which is an example of using the communication principle `timing and frequency matter`?

- A. Repeating a training video in a variety of languages because there are staff in different countries.
- B. Creating a multi-media briefing to update all staff on major changes to organizational structure.
- C. Repeating a presentation to allow for the hours of work in a global organization.
- D. Creating a targeted bulletin that allows different staff groups to feedback on improvement opportunities.

Correct Answer: D

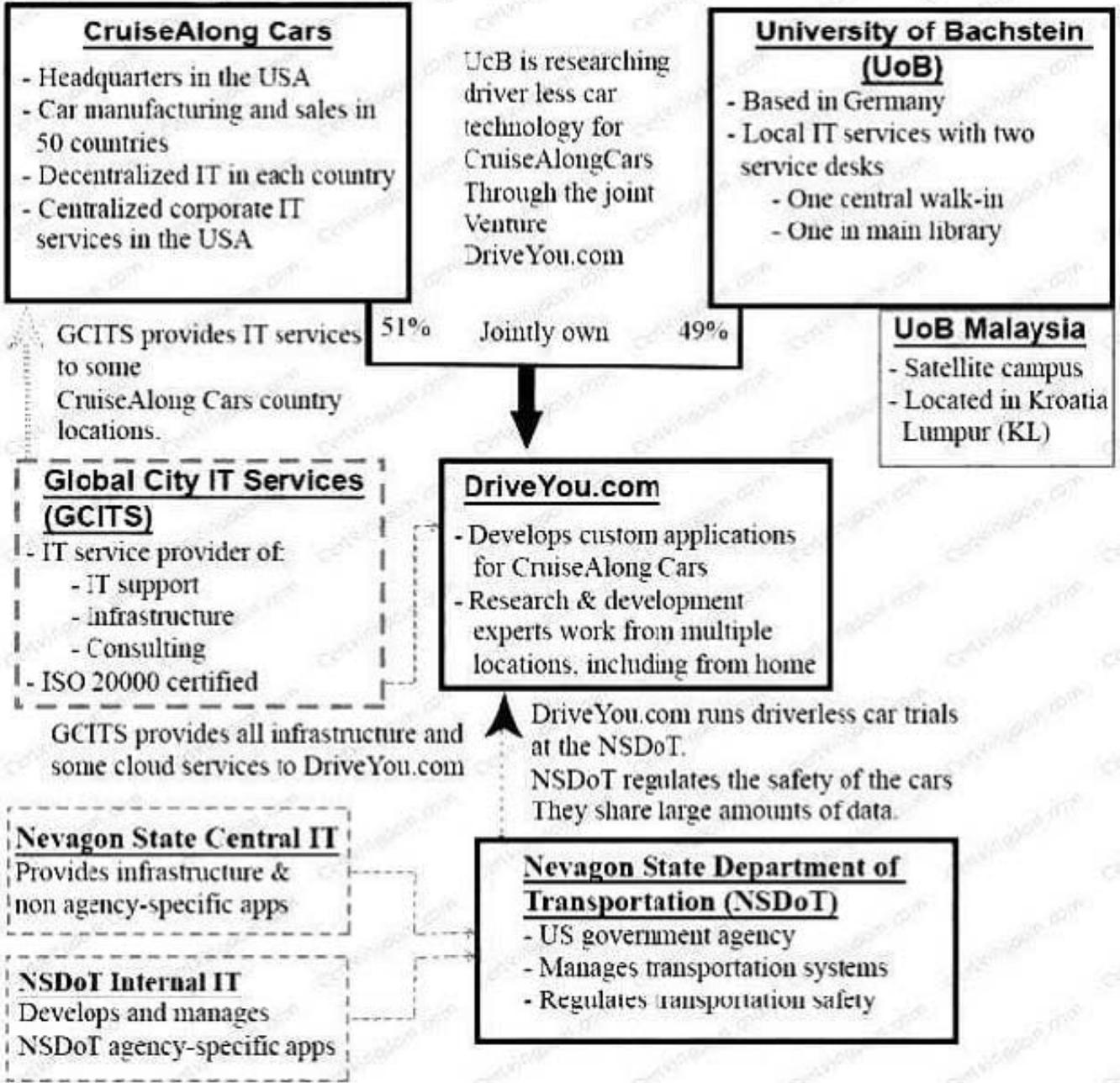
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#### **QUESTION 5**

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**Legend**

**Organization**



**IT service provider**



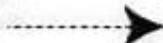
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Which KPI is the MOST appropriate?

- 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

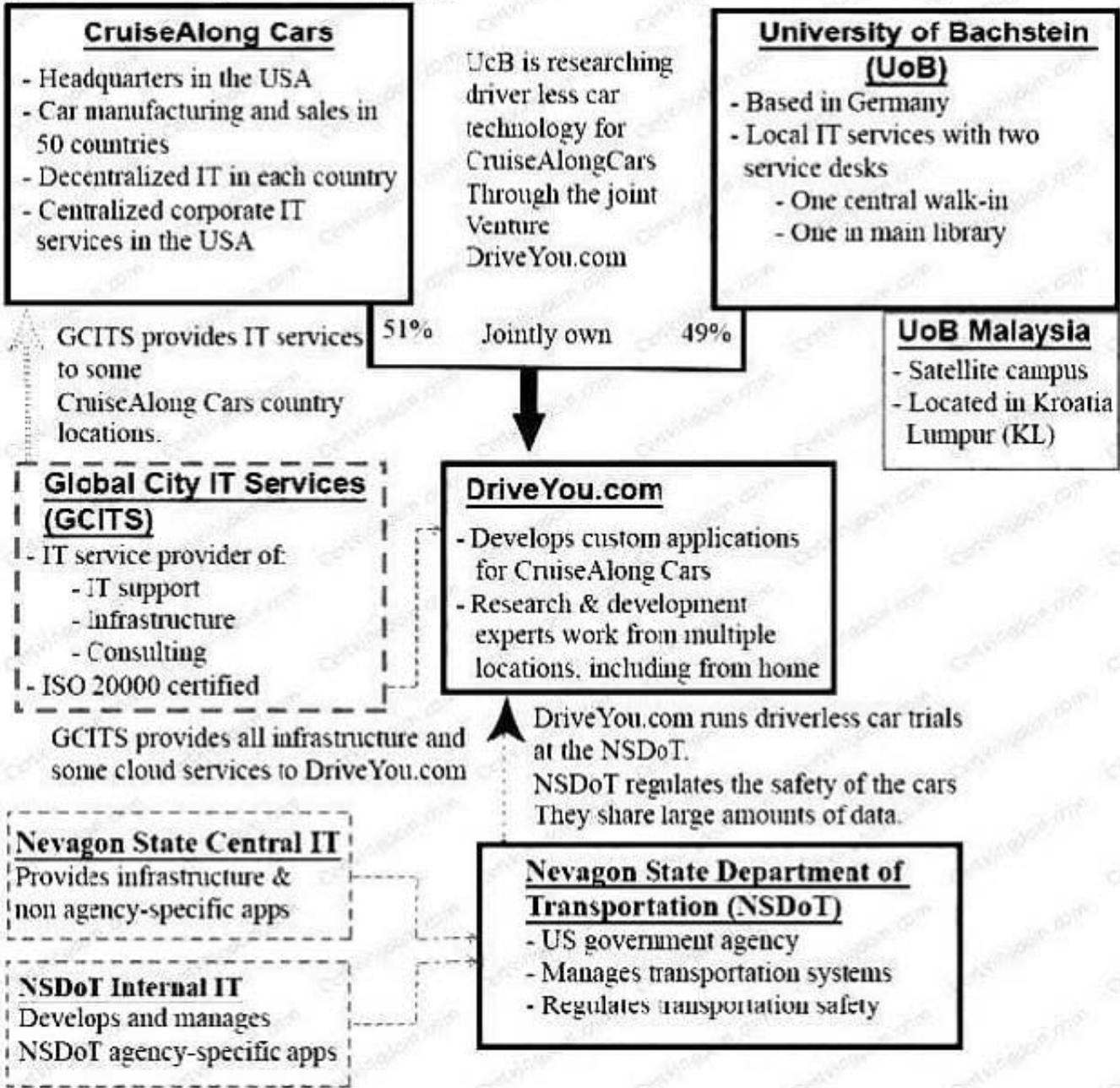
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## QUESTION 6

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**Legend**

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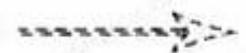
IT service provider



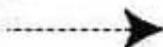
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GCITS has subcontracted global mobile network access to Mobilwork, an international telecom provider.

During the `how do we get there? Step, a plan will be created for implementing changes to the service

desk procedures. Some issues with the service desk staff are anticipated.

Which OCM activity is the BEST to address the relevant service desk issue?

	<b>Service desk issue</b>	<b>OCM activity</b>
<b>a)</b>	<b>Inconsistent engagement in the project</b>	<b>Create a plan for regular measurement and reporting</b>
<b>b)</b>	<b>Poorly defined roles and responsibilities for the new procedures</b>	<b>Conduct a training needs analysis</b>
<b>c)</b>	<b>Resistance to using the new procedures</b>	<b>Invite users to share success stories</b>
<b>d)</b>	<b>Lack of training for the new service and procedures</b>	<b>Implement a staff reward scheme</b>

A. Service desk issue: Inconsistent engagement in the project OCM activity: Create a plan for regular measurement and reporting

B. Service desk issue: Poorly defined roles and responsibilities for the new procedures OCM activity: Conduct a training needs analysis

C. Service desk issue: Resistance to using new procedures OCM activity: Invite users to share success stories

D. Service desk issue: Lack of training for the new service and procedures OCM activity: Implement a staff reward scheme

Correct Answer: A

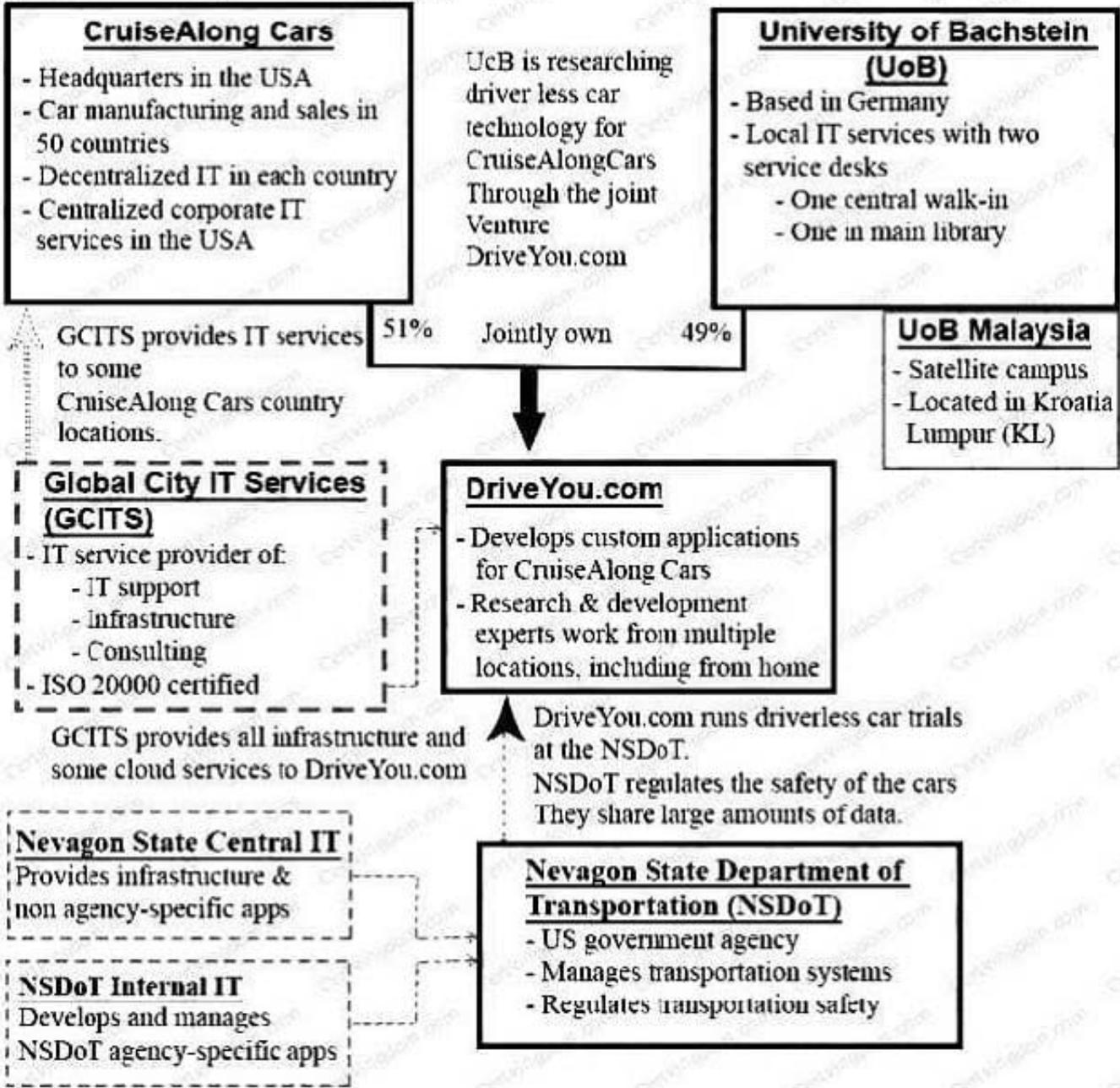
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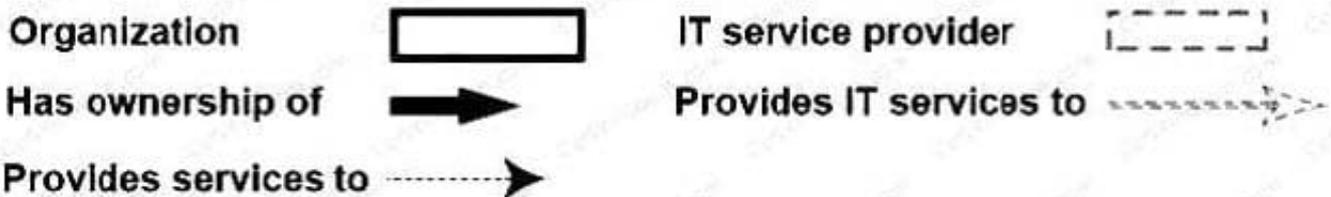
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What is the BEST way to define the role of the BRM at the university?

- 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.

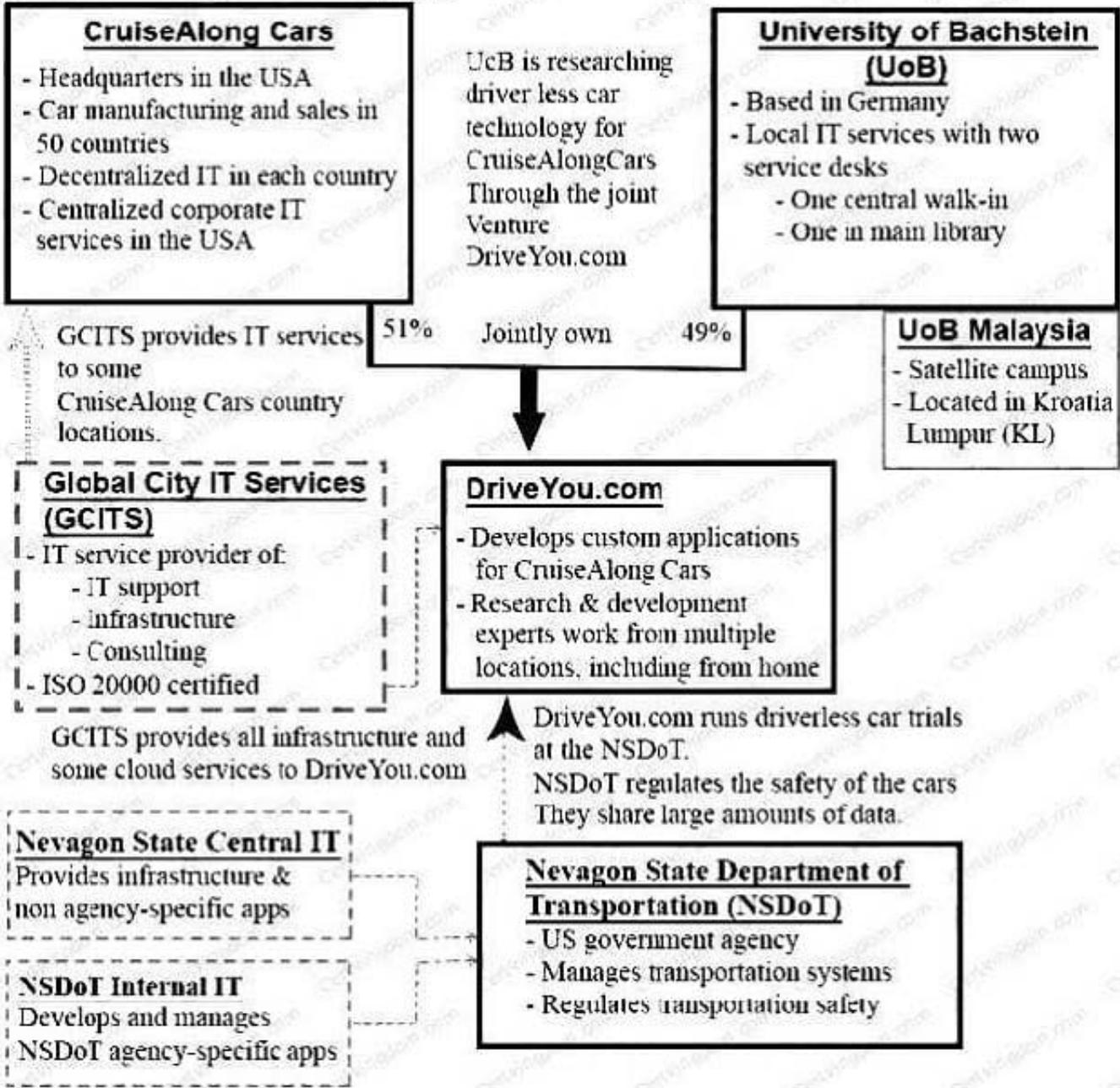
Correct Answer: C

## QUESTION 8

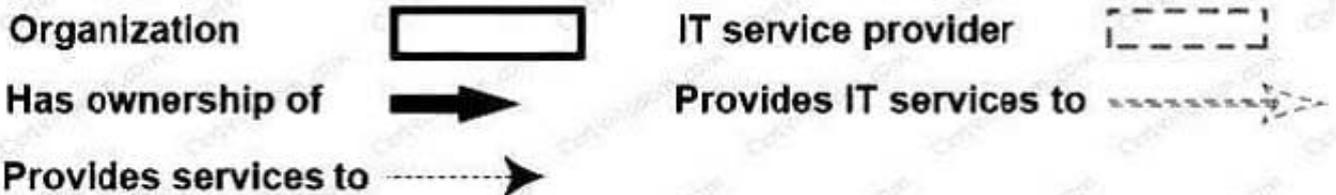
See the Scenario for additional information.

**Scenario:**

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



**Legend**



CruiseAlong Cars CruiseAlong Cars is a car manufacturing and sales company with corporate headquarters in the United States of America; It has grown by acquisition over the last 20 years and has operations in over 50 countries.

Each country has its own IT organization, with some central corporate IT services provided by the US parent company. In some countries CruiseAlong Cars has outsourced infrastructure and service desks. The largest IT supplier is Global City IT Services (GCITS). In two countries GCITS provides CruiseAlong Cars with full outsourced services. They also provide selected services in other countries.

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 CruiseAlong Cars owns a 51% share. DriveYou.com This is a small, innovative company, that is jointly owned by CruiseAlong Cars and the University of Bachstein (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 Nevegong 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 Manage growth and increasing IT demand Demonstrate value through competitive, responsive and transparent services Global City Services (GCITS) GCITS is a global service provider which has grown through acquisition and which offers a wide range of services, including IT support, infrastructure and consulting. GCITS has mature and efficient IT service management processes, and holds an ISO/IEC 20000 certification. GCITS provides the entire infrastructure and some cloud services for DriveYou.com, as well as a range of services in different countries to CruiseAlong Cars. Some of the issues that GCITS needs to address include: Succeed in establishing a strategic partnership with CruiseAlong Cars Nevagong State Department of Transportation (NSDoT) NSDoT is a government agency in the US state of Nevagong, 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 Nevagong State central IT department. CruiseAlong Cars central IT organization wants to implement a new ITSM toolset to replace their outdated system. The new ITSM toolset will be used by all CruiseAlong Cars' IT departments and their service desks. The business case for the improvement has not been made yet. This could include financial contribution from various countries. The overall goal of the initiative is to achieve efficiencies and cost reductions through the centralization of processes and data for reporting across country-based IT departments.

Which row of information BEST supports the business case?

A. Key stakeholders: Central IT CIO Selected country CIOs Baseline value: Time taken to produce weekly reports = 1 day Expected result: Time taken to produce weekly reports = 0.5 day

B. Key stakeholders: Central IT CIO All country CIOs Baseline value: Number of incorrectly categorized incidents per month = 50 Expected result: Number of incorrectly categorized incidents per month = 30

C. Key stakeholders: Central IT CIO Selected country CIOs Baseline value: Total IT headcount = 470 Expected result: Total IT headcount = 500

D. Key stakeholders: Central IT CIO All country CIOs Baseline value: Average cost per incident = \$12.50 Expected result: Average cost per incident = \$9.00

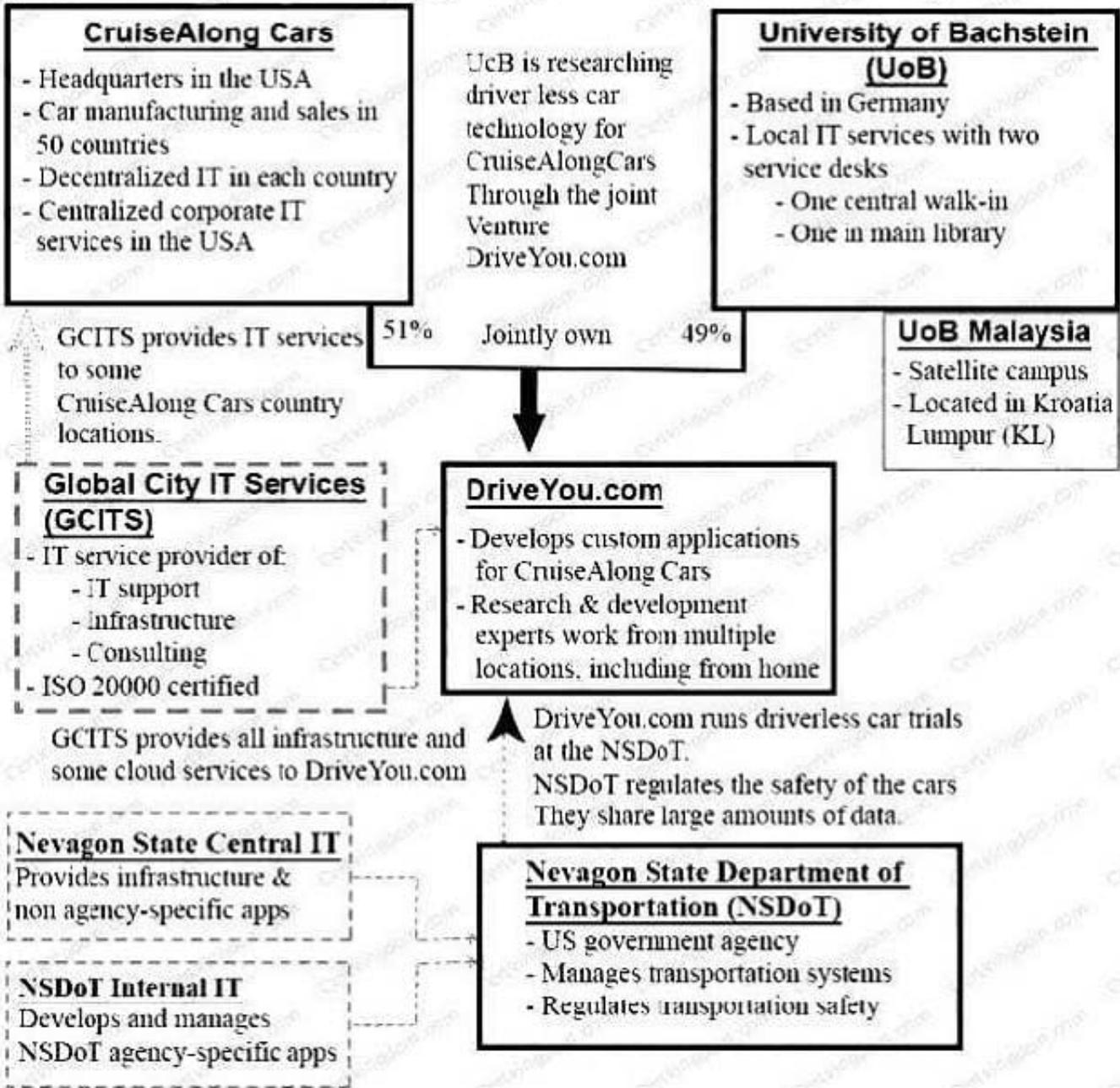
Correct Answer: D

**QUESTION 9**

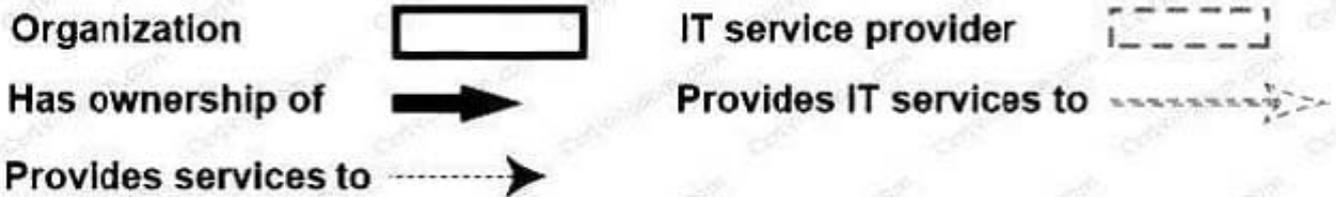
See the scenario for additional informational.

**Scenario:**

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## Legend



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Which guiding principle should have been followed to avoid this situation, and why?

A. Guiding principle: Keep it simple Why: The customers and users were not kept informed of the progress of the project

resulting in negative perception of the results

B. Guiding principle: Progress iteratively Why: Everything the service provider does needs to map directly to value for the UoB customers and other stakeholders

C. Guiding principle: Design for experience Why: Even though functional requirements were met the UoB customer interaction with the service was ignored leading to dissatisfaction

D. Guiding principle: Collaborate Why: The wrong people were involved in the agreement of functional requirements when designing the solution.

Correct Answer: C

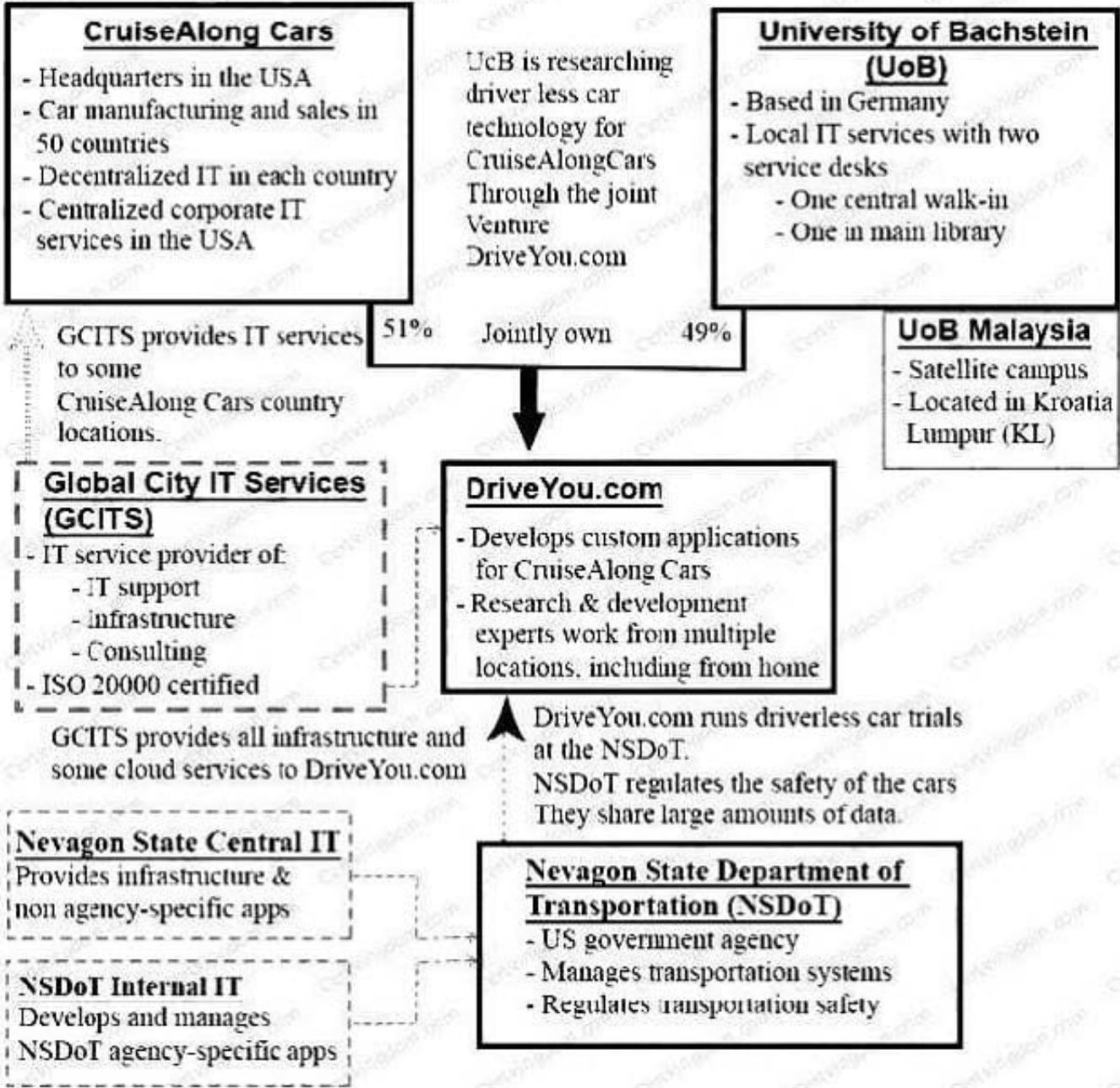
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#### **QUESTION 10**

See the scenario for additional informational.

**Scenario:**

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



**Legend**

**Organization**



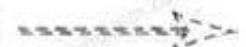
**IT service provider**



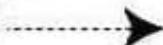
**Has ownership of**



**Provides IT services to**



**Provides services to**



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countries. Each country has its own IT organization, with some central corporate IT services provided by the US parent company. In some countries CruiseAlong Cars has outsourced infrastructure and service desks. The largest IT supplier is Global City IT Services (GCITS). In two countries GCITS provides CruiseAlong Cars with full outsourced services. They also provide selected services in other countries. 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 CruiseAlong Cars owns a 51% share. DriveYou.com This is a small, innovative company, that is jointly owned by CruiseAlong Cars and the University of Bachstein (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 Nevagon 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 Manage growth and increasing IT demand Demonstrate value through competitive, responsive and transparent services Global City Services (GCITS) GCITS is a global service provider which has grown through acquisition and which offers a wide range of services, including IT support, infrastructure and consulting. GCITS has mature and efficient IT service management processes, and holds an ISO/IEC 20000 certification. GCITS provides the entire infrastructure and some cloud services for DriveYou.com, as well as a range of services in different countries to CruiseAlong Cars. Some of the issues that GCITS needs to address include: Succeed in establishing a strategic partnership with CruiseAlong Cars Nevagon State Department of Transportation (NSDoT) 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. DriveYou.com decided to move the storage and management of their testing data to a new platform so that they can share it more effectively with the UoB. They also need to facilitate data transfer from new CruiseAlong Cars research facilities in Japan and Australia;

- A. `Timing and frequency matter` because `where are we now?` requires that messages to all stakeholders are kept simple.
- B. `There is no single correct method of communication because `how do we get there?` requires coordination from a diverse range of stakeholders.
- C. `Timing and frequency matter` because `what is the vision?` will need regular reinforcement to ensure the execution of the project is a success.
- D. `There is no single correct method of communication` because `where do we want to be?` is different for every stakehold

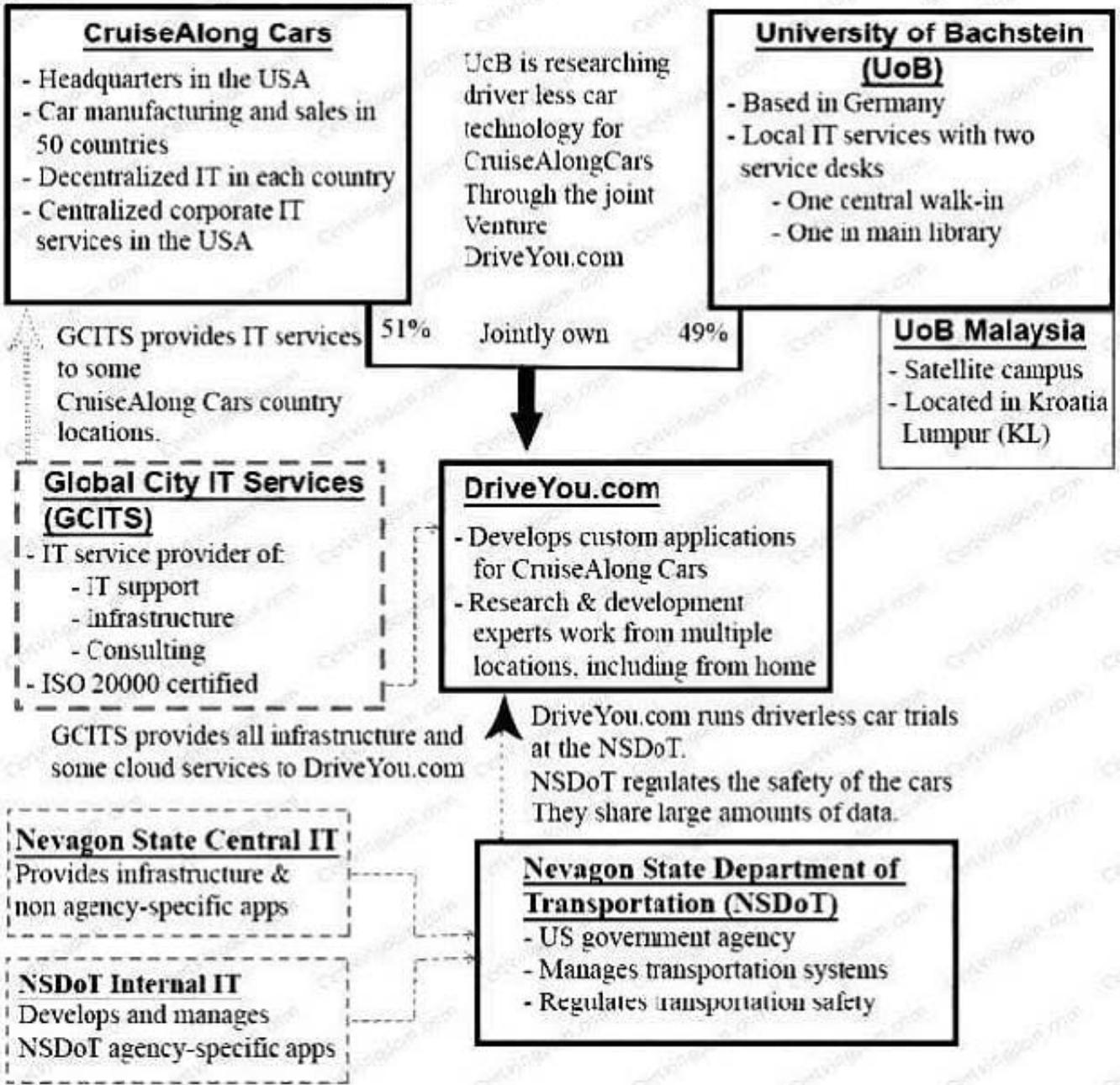
Correct Answer: B

## QUESTION 11

See the scenario for additional informational.

**Scenario:**

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**Legend**

Organization



IT service provider



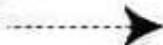
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Provides IT services to



Provides services to



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Which are the BEST two outputs of the assessment?

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

- 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

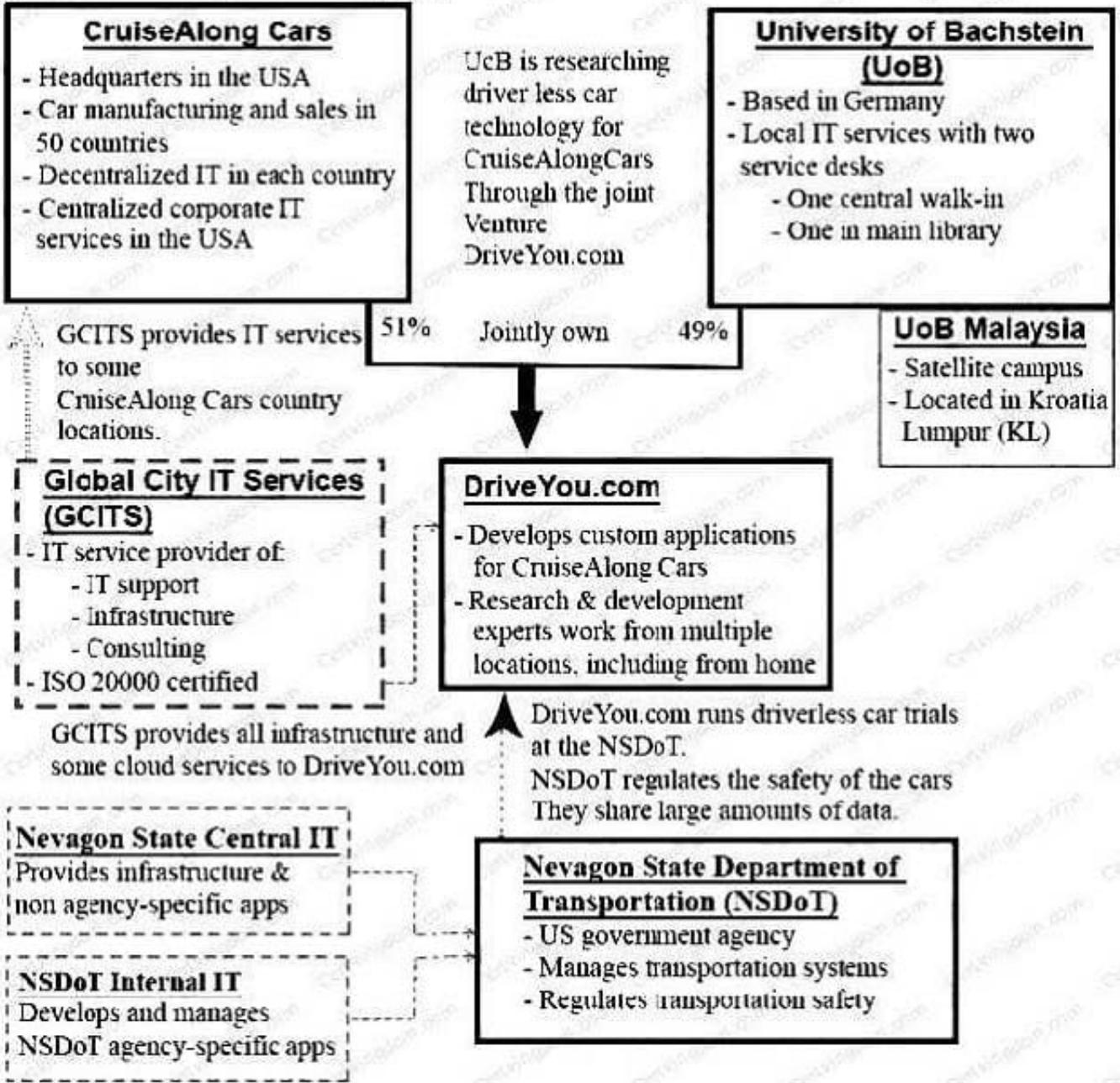
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## **QUESTION 12**

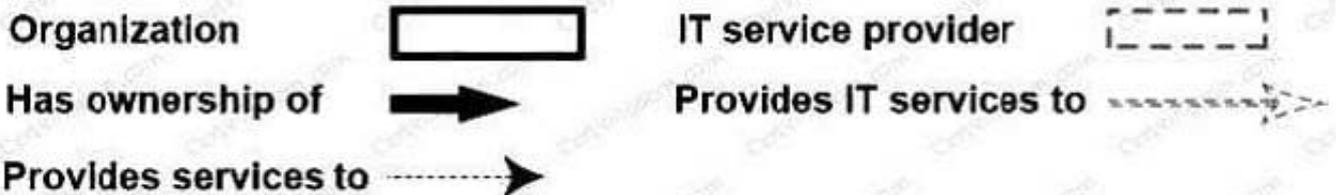
See the Scenario for additional information.

**Scenario:**

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**Legend**



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Which two KPIs are BEST to underpin this CSF?

	<b>KPIs</b>
<b>1</b>	<b>Increased end-to-end availability of the new mobile technology</b>
<b>2</b>	<b>Improved senior executive satisfaction at incident closure</b>
<b>3</b>	<b>Reduction in costs for the provision of mobile services</b>
<b>4</b>	<b>Improved availability of servers within the data centre</b>

A. 1 and 2.

B. 2 and 3.

C. 3 and 4.

D. 1 and 4.

Correct Answer: A