



Knowledge
check!

Question 1



Which dimension of service management considers governance, management, and communication?

A Organizations and people

B Information and technology

C Partners and suppliers

D Value streams and processes

Question 1 | Answer



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B Information and technology

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D Value streams and processes

Question 2



The purpose of the _____ is to ensure that the organization continually co-creates value with all stakeholders in line with the organization's objectives.

A

'focus on value' guiding principle

B

four dimensions of service management

C

service value system

D

'service request management' practice

Question 2 | Answer



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Question 3



What considerations influence the supplier strategy of an organization?

A

Contracts and agreements

B

Type of cooperation with suppliers

C

Corporate culture of the organization

D

Level of formality

Question 3 | Answer



What considerations influence the supplier strategy of an organization?

A

Contracts and agreements

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Question 4



Which value chain activity communicates the current status of all four dimensions of service management?

A

Improve

B

Engage

C

Obtain/build

D

Plan

Question 4 | Answer



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Question 5



How do all value chain activities transform inputs to outputs?

A

by determining service demand

B

by using a combination of practices

C

by using a single functional team

D

by implementing process automation

Question 5 | Answer



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