

## MANAJEMEN LAYANAN TEKNOLOGI INFORMASI SI-44-03 [RDF]

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**Started on** Saturday, 11 March 2023, 8:34 PM

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**State** Finished

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**Completed on** Saturday, 11 March 2023, 8:45 PM

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**Time taken** 11 mins 27 secs

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**Marks** 15.00/15.00

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**Grade** 10.00 out of 10.00 (100%)

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Question 1

Correct

Mark 1.00 out of 1.00

A service is a means of enabling value co-creation by facilitating outcomes that customers want to achieve, without the customer having to manage specific ..... and risks.

Select one:

- ☒ a. Costs ✓
- ☐ b. Information
- ☐ c. Utility
- ☐ d. Warranty

The correct answer is: Costs

Question 2

Correct

Mark 1.00 out of 1.00

How does utility contribute to the value of a product or service?

Select one:

- ☐ a. By lowering the price of the product or service
- ☐ b. By increasing the number of features included in the product or service
- ☐ c. By increasing the marketing and advertising efforts of the product or service
- ☒ d. By providing specific benefits and functionality to meet customer needs ✓

The correct answer is: By providing specific benefits and functionality to meet customer needs

Question 3

Correct

Mark 1.00 out of 1.00

Which of these statements about governance is true?

- 1. Ensures that policies and strategy are actually implemented
- 2. Ensures that required processes are correctly followed
- 3. Ensures that the CAB assesses all changes

Select one:

- ☒ a. 1 and 2 ✓
- ☐ b. 1, 2, and 3
- ☐ c. 2 and 3
- ☐ d. 1 only

The correct answer is: 1 and 2

Question 4

Which of these statements describes an IT service provider?

Correct

Mark 1.00 out of 1.00

which of these statements describes an IT service provider?

Select one:

- ☒ a. A service provider that provides IT services to internal or external customers ✓
- ☐ b. A business unit responsible for IT processes
- ☐ c. A third-party service provider delivering components of services
- ☐ d. A function that provides controls for IT infrastructure

The correct answer is: A service provider that provides IT services to internal or external customers

Question 5

Correct

Mark 1.00 out of 1.00

Which of these statements is/are correct?

1. Internal services are delivered between departments or business units within the same organization.
2. External services are those delivered to an external customer.

Select one:

- ☐ a. 1 only
- ☐ b. 2 only
- ☐ c. Neither
- ☒ d. Both ✓

The correct answer is: Both

Question 6

Which one of these four assets can be classed as both a resource and a capability?

Correct

Mark 1.00 out of 1.00

Select one:

- ☒ a. People ✓
- ☐ b. Financial capital
- ☐ c. Organization
- ☐ d. Knowledge

The correct answer is: People

Question 7

Correct

Mark 1.00 out of 1.00

Who defines the value of a service?

Select one:

- ☒ a. Customer ✓
- ☐ b. Service strategy process owner
- ☐ c. Business relationship manager
- ☐ d. Service strategy process manager

The correct answer is: Customer

Question 8

Correct

Mark 1.00 out of 1.00

What is the **CORRECT** definition of service management?

Select one:

⌵ . . . . .

- ☐ a. A set of specialized assets for transitioning services into the live operational environment
- ☐ b. IT service management is a framework for managing the security of an organization's IT infrastructure.
- ☐ c. IT service management involves managing the physical infrastructure of an organization's data center.
- ☒ d. A set of specialized organizational capabilities for delivering value to customers in the form of services ✓

The correct answer is: A set of specialized organizational capabilities for delivering value to customers in the form of services

## Question 9

Correct

Mark 1.00 out of 1.00

Which is part of service provision?

Select one:

- ☒ a. The management of resources configured to deliver the service ✓
- ☐ b. The management of resources needed to consume the service
- ☐ c. The joint activities performed to ensure continual value co-creation
- ☐ d. The grouping of one or more services based on one or more products

The correct answer is: The management of resources configured to deliver the service

## Question 10

Correct

Mark 1.00 out of 1.00

Which statement about outcomes is **CORRECT**?

Select one:

- ☒ a. An outcome can be enabled by more than one output ✓
- ☐ b. An outcome is a tangible or intangible activity
- ☐ c. An output can be enabled by one or more outcomes
- ☐ d. Outcomes are how the service performs

The correct answer is: An outcome can be enabled by more than one output

Question **11**

Correct

Mark 1.00 out of 1.00

What can a service remove from the consumer and impose on the consumer?

Select one:

- ☐ a. Utility
- ☒ b. Cost ✓
- ☐ c. Asset
- ☐ d. Outcome

The correct answer is: Cost

Question **12**

Correct

Mark 1.00 out of 1.00

Which stakeholders co-create value in a service relationship?

Select one:

- ☐ a. Investor and supplier
- ☐ b. Provider and supplier
- ☒ c. Consumer and provider ✓

Consumer and provider  
Consumer and provider

☐ d. Investor and consumer

The correct answer is: Consumer and provider  
Consumer and provider  
Consumer and provider

Question **13**

Correct

Mark 1.00 out of 1.00

What is warranty?

Select one:

- ☒ a. Assurance that a product or service will meet agreed requirements ✓
- ☐ b. The functionality offered by a product or service to meet a particular need
- ☐ c. The perceived benefits, usefulness and importance of something
- ☐ d. The amount of money spent on a specific activity or resource

The correct answer is: Assurance that a product or service will meet agreed requirements

Question **14**

Correct

Mark 1.00 out of 1.00

What is the **CORRECT** definition of IT service management?

Select one:

- ☐ a. IT service management is a framework for managing the security of an organization's IT infrastructure.
- ☐ b. The process of designing, delivering, and managing software applications for an



organization.

- ☐ c. IT service management involves managing the physical infrastructure of an organization's data center.
- ☒ d. The implementation and management of quality IT services that meet the needs of the business. ✓

The correct answer is: The implementation and management of quality IT services that meet the needs of the business.

Question **15**

Correct

Mark 1.00 out of 1.00

What may be included in Service Offerings?

Select one:

- ☐ a. Only physical goods
- ☐ b. Only access to resources
- ☐ c. Only service actions
- ☒ d. Goods, access to resources, and service actions ✓

The correct answers are: Only access to resources, Goods, access to resources, and service actions

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