1. What is the purpose of CI?
2. What is the first step of the CI model?
3. Which one of the steps of the CI model involves making a plan?
4. What is the last step of the CI model?
5. What is the purpose of change control?
6. The service desk gets a request for assembling a team to build a server. Incident or **request**? Change or **no change**?
7. What are the three steps in the change management practice?
8. What are three tasks that maximize successful IT changes?
9. What is the purpose of incident management?
10. All incidents need to be managed in a standard way so that logging and reporting are consistent. True or false?
11. What other types of records can an incident record be linked to?
12. Which is better, resolving the incident and then documenting everything or creating multiple time-consuming **updates** throughout the whole process?
13. Who can resolve an incident?
14. What relationship is there between supplier management and incident management?
15. How can scripts best be used on a service desk?
16. What is the purpose of problem management? Three parts.
17. What are the formal names of the three parts?
18. How should we prioritize problems?
19. Do you need to resolve and close every problem ticket?
20. What other practice is often active during problem resolution?
21. Which dimensions of service management will you be able to find improvement opportunities during problem management activities?
22. What is the purpose of request management?
23. Which of the following is an incident or a request? My printer is out of toner, where can I find the project repository, can I get access to the project repository, I need a server to put the project repository on, I can’t access the project repository with my current password, I can’t access the project repository from my PC this morning, I ran out of space on my project repository.
24. What is the difference between a standard change and a normal change?
25. What is the practice that is associated with setting expectations for fulfillment times for a change?
26. What is the purpose of the service desk practice?
27. What is technical debt?
28. Which is more important to service desk staff, technical expertise in resolving problems or improving the CX through better communication?
29. Name some common channels through which service requests and incidents can be submitted.
30. Which is more important on the service desk, setting the correct priority or being able to resolve the incident without escalation?
31. What is the purpose of service level management?
32. Which practices involve skills including being a business liaison, a business analyst, and a supplier management specialist?
33. What is the purpose of an SLA?
34. Does an SLA contain any of the following? A threshold level, a penalty for exceeding the maximum limit, a list of requirements, an agreement about availability times, or a signature?
35. What is a watermelon SLA?
36. Which one of the four dimensions of service management/service chain is the most important for building customer relationships?
37. Which activity in the service value chain is the most important for service level management?
38. In the guiding principle of focus on value, how would you apply this to redirecting a meeting once it starts going down rabbit holes and talking about parking lot items?
39. In the guiding principle of start where you are, which step and model of the continual improvement model best talks about this?
40. Which is better to achieve more value, putting all the testing at the end of the development cycle, or spreading the testing out throughout the entire development even though it takes more time to do the cycles?
41. In the guiding principle of collaborate and promote visibility, we try to eliminate a common lack of communication in an organizational structure known as a what?
42. In the guiding principle of think and work holistically, we focus on value and work as a team, but we pay attention to side effects and outside influences that can be described as working in what kind of way?
43. In the guiding principle of keep it simple and practical, does it mean to reduce the steps of a process for better efficiency? Explain. It could mean to add steps for more value.
44. Explain a minimum viable product. Which guiding principle does this relate to?
45. LEAN is associated with which guiding principle?
46. In the guiding principle of optimize and automate, what are we trying to reduce or eliminate completely?
47. What is the purpose of information security management?
48. What is the purpose of relationship management?
49. What is the difference between relationship management and service level management? Describe using a car salesman and a VP/sales manager as an example.
50. What is the purpose of supplier management?
51. What is the purpose of IT asset management?
52. What is the purpose of monitoring and event management?
53. What is the purpose of release management?
54. What is the purpose of service configuration management?
55. What is the purpose of deployment management?
56. What is the definition of a service?
57. What are the two parts of value (fit for x, fit for y) and the definition of each?
58. What is the difference between a user, customer, and a sponsor?
59. What is the difference between outcome and output?
60. Which dimension of service management has to do with corporate culture?
61. Which dimension of service management has to do with data security?
62. Which dimension of service management has to do with how we manage our resources?
63. Which dimension of service management has to do with creating better productivity?
64. Draw the model of the service value system. G+GP/SVC/P+Ci
65. What is the name of the parts that the service value chain made up of?
66. What kind of role would be most appropriate for the plan activity in the SVC?
67. What does the plan activity of the SVC ensure for just about everything?
68. What does the SVC describe?
69. Which practice does the improve activity of the SVC use for just about everything?
70. Why is the engage activity of the SVC an iterative one?
71. Which activity of the SVC uses the service level management practice the most?
72. Draw the model of the service value chain below. P+CI/{E + D&T + O/B + D&S)
73. Three of the activities in the SVC are concerned with the lifecycle of service development. Name them.
74. What purpose does managing a configuration item have?
75. Which of these requests are also changes? A request to decommission a server, a request to put a desktop application on cell phones, and a request to patch an application for security purposes.
76. What is the definition of an incident?
77. When does a problem ticket change its status from a problem to a known error?