What is the purpose of the CI practice?

to align the organization’s practices and services with changing business needs.

What is the first step of the CI model?

What is the vision?

What is the last step of the CI model?

How do we keep the momentum going?

What is the purpose of change enablement practice?

is to maximize the number of successful IT changes

The service desk is asked to assemble a team of people to help build a server. Incident or request? Change or no change?

Request, no change.

What are the three A’s of change enablement?

assess, authorize, add = confirming measurements of **risk**, consenting changes to proceed (towards approval), using a change schedule well.

What is the primary measurement of assessment in change enablement?

Risk.

What is the purpose of incident management?

to **reduce** the undesirable **impact** of incidents by **restoring normal service** operations as soon as possible.

T/F - All incidents must be **managed** in the same standard way so that logging and reporting are consistent.

F. There are usually separate processes for managing major incidents, and for managing information security incidents.

What other types of records can be linked to an incident record?

configuration items, changes, problems, known errors and other knowledge.

Which is better on an incident that takes several weeks to resolve, doing a **one-time** documentation after the resolution or creating **multiple** time-consuming updates throughout the whole process? What guiding principle is most applicable to this situation?

Multiple. Progress iteratively with feedback.

Who can resolve an incident by identifying a solution?

anyone understanding the incident management process including users, service desk, support team, suppliers and partners, temporary team, disaster recovery teams.

What relationship is there between supplier management practice and incident management practice by using a specific scenario?

Incident requires service desk calling a partner's service desk for help. Time to repair that a partner can handle. Vendor outage. Vendor's asset failure. Information hacked stored at vendor's site. Vendor assisting upgrade issue onsite.

What is the main purpose of scripts used on a service desk?

Primarily for **data collection**, and for simple issues, diagnosis, resolution, and problem solving.

What is the purpose of problem management?

to **minimize the probability and impact of incidents** by analyzing actual and possible causes of incidents and managing workarounds and known errors.

What are the formal names of the three parts of problem management?

Problem identification, problem control, error control.

What is the metric used to prioritize problems in the known error state and provide levels of action?

Problems are prioritized for analysis based on the **risk** that they pose, and are **managed as risks**, based on their potential impact and probability.

Who can resolve an incident by identifying a solution?

Anyone including users, service desk, support team, suppliers and partners, temporary team, disaster recovery teams

What relationship is there between supplier management practice and incident management practice by using a specific scenario?

Incident requires service desk calling a partner's service desk for help. Time to repair that a partner can handle. Vendor outage. Vendor's asset failure. Information hacked stored at vendor's site. Vendor assisting upgrade issue onsite. Creating SLA for vendor support.

What is the purpose of using scripts used on a service desk?

Primarily for **data collection**, and for simple issues, diagnosis, resolution, and problem solving.

What is the purpose of the problem management practice?

To minimize the probability and impact of incidents by analyzing actual and possible causes of incidents and managing workarounds and known errors.

What are the formal names of the three parts of problem management?

PPE = Problem identification, problem control, error control.

What metric is used to prioritize problems in the known error state and provide levels of action?

Problems are prioritized for analysis based on the risk that they pose and are managed as risks.

Y/N? Do you need to resolve and close every problem ticket in the status of a known error? Why or why not?

No. An effective incident workaround can become a permanent way of dealing with some problems, when resolving the problem is not viable or cost-effective.

What other practice is most often active during problem management, specifically error control?

Change enablement.

Which dimension of service management will you be able to find improvement opportunities for during problem management specifically Problem Control? Which guiding principle is helpful to understand the answer here?

All of them. Problem management activities can identify improvement opportunities in all four dimensions of service management. Think and work holistically.

What is the purpose of the service request management practice?

to provide the promised quality of a service by handling all **pre-defined, user-initiated service requests** in an effective and comprehensible manner. Happiness.

Are we after producing good outputs or good outcomes in the service request management practice?

Good outcomes.

Which is an incident or a request? 1) My printer is out of toner. 2) Where can I find the project repository? 3) Can I get access to the project repository? 4) I need a server to put the project repository on. 5) I can’t access the project repository with my current password. Can you reset it please? 6) I can’t access the project repository from my PC this morning. I was able to yesterday. 7) I ran out of space on my project repository. What guides your decision for making this an incident?

1. Request 2) Request 3) Request 4) Request 5) Request 6) Incident 7) Incident if the SLA says so otherwise an incident.

What is the difference between a standard change and a normal change?

Standard changes are pre-approved.

What is the practice that is associated with setting expectations for fulfillment times for a change initiated by a user's **request**?

Service request management. The expectations of users regarding fulfilment times should be clearly set, based on what the organization can realistically deliver.

What is the main purpose of the service desk practice?

to **understand demand** for incident resolution and service requests.

What is technical debt?

Taking value now that will cause you to lose value in the future. Not testing incrementally and having to do more bug-fixing.

Which is more important to service desk staff, having **technical** expertise in resolving issues or improving the **CX** through better communication?

CX

Name some common channels through which service requests or incidents can be submitted.

phone calls, service portals, mobile applications, chat, email, walk-in service desks, text and social media messaging, public and corporate social media.

Which is more important on the service desk, setting the correct priority or being able to resolve the incident without escalation?

Setting the correct priority.

What is the purpose of service level management?

Set clear business-based targets and manage to those targets.

What is the purpose of an SLA?

A tool to **measure the performance** of services from the customer’s point of view.

What is a watermelon SLA?

Using single system-based metrics as targets can result in mis-alignment and a disconnect between service partners as to the success of the service delivery and the user experience.

Which one of the four dimensions of service management is the most important for building customer relationships? Which activity in the service value chain?

People and organizations. Engage.

What are the two components of value (fit for ?, or the names)

Utility - fit for purpose. Warranty - fit for use.

Which dimension of service management has to do with data security?

Data & Information Technology. But People and Organizations is important.

When does a problem ticket change its status from a problem to a known error?

When you find the root cause. Then you can create a workaround.