

[Back to course](#)

0. ISH3L3 Manajemen Lay... >

1. 01 Introduction to ITSM >

2. 02 Service Strategy >

3. 03 Service Design >

4. 04 Service Transition >

5. 05 Service Operation >

6. 06 Continual Service Im... >

7. 07 Comparison ITILv3 w... >

8. 08 Service Strategy Cas... >

9. 09 Service Design Case ... ▾

Slide 9 Service Design C...

Forum 9 Service Design ...

Quiz 9 Service Design C...

MANAJEMEN LAYANAN SI-41-08 [RDF]

[Dashboard](#) / [My courses](#) / [ISH3L3-SI-41-08](#) / [09 Service Design Case Studies and Examples](#) / [Quiz 9 Service Design Case Studies and Examples](#)[Previous Activity](#)[Next Activity](#)

Started on Monday, 23 March 2020, 1:00 PM

State Finished

Completed on Monday, 23 March 2020, 1:18 PM

Time taken 17 mins 31 secs

Question 1

Complete

Marked out of 1.00

Flag question

Which is not true about BCP?

Select one:

- ☐ a. BCP is the basic step in the implementation of IT Service Continuity Management
- ☐ b. BCP contains the steps that need to be implemented when one of the services stops working
- ☒ c. The BCP implementation will come if the first level of support successfully recover the old service
- ☐ d. To start the BCP implementation, it's necessary to get a report about the termination of the old service function

Question 2

Complete

Marked out of 1.00

Remove flag

Which is not the role of ITIL related to service catalogue management in the case study?

Select one:

- ☒ a. Define the product price list in product catalogue
- ☐ b. Define the catalogue provided for each end user category
- ☐ c. Define the structure of product inserted into product catalogue
- ☐ d. Define information that must be provided in each product catalogue

Question 3

Complete

Marked out of 1.00

Flag question

The following will occur if the user does not have the right to access security sensitive components, except ...

Select one:

- ☒ a. The process will goes smoothly
- ☐ b. The user will be notified that the resources are protected
- ☐ c. Access will be denied
- ☐ d. The forbidden part will be hidden

Question 4

Complete

Marked out of 1.00

Flag question

Which of the following does not need to be included in the availability plan in the case study?

Select one:

- ☐ a. Defining user tasks
- ☐ b. Defining system interoperability
- ☒ c. Defining system integrity
- ☐ d. Defining performance and reliability

Question 5

Complete

Marked out of 1.00

Flag question

Levels of information system maintenance to be maintained by supplier are determined based on ...

Select one:

- ☒ a. Value obtained
- ☐ b. Time estimated
- ☐ c. Effort required
- ☐ d. Time elapsed

Question 6

Complete

Marked out of 1.00

Flag question

What tools are used (in the case study) to measure the performance of business applications and communication between them?

Select one:

- ☐ a. Windows Performance Monitor
- ☐ b. Windows Task Manager
- ☒ c. Enterprise Service Bus (ESB) Console
- ☐ d. Business Process Execution Language (BPEL) Console

Question 7

Complete

Marked out of 1.00

In order to make the new IS available and fully functional 24 hours a day during 365 days year, it is needed to do these things except ...

Select one:

- ☐ a. Build a stable system architecture

Quiz navigati...



Show one page at a time

Finish review

Flag question

- ☐ b. Design accessibility plan
- ☒ c. Constantly update the availability
- ☐ d. Form a group of IT professionals

Question 8

Complete

Marked out of 1.00

Flag question

Which is not the parameters that influence the definition of IT service catalogue management in the case study?

Select one:

- ☐ a. Price
- ☐ b. Product catalogue
- ☐ c. Product
- ☒ d. Payment

Question 9

Complete

Marked out of 1.00

Flag question

All organization units (in the case study) below should agreed the OLA, except ...

Select one:

- ☐ a. Call center
- ☐ b. Division of fixed telephony
- ☐ c. Department of mobile telephony
- ☒ d. VPN user

Question 10

Complete

Marked out of 1.00

Flag question

Which is not the aim of performance tests and stress tests in the case study?

Select one:

- ☐ a. Prove that the system is able to handle the expected load
- ☐ b. Find errors in the architecture of the system that cause oversized stress
- ☐ c. Prove that the system is able to withstand the excessive load
- ☒ d. Propose a strategy to measure the system performance

Question 11

Complete

Marked out of 1.00

Flag question

Problem to be solved by supplier can be divided into several levels. The following are things that need to be explained at each level, except ...

Select one:

- ☒ a. Person in charge for each level
- ☐ b. Response time
- ☐ c. Definition of problem level
- ☐ d. Resolution time

Question 12

Complete

Marked out of 1.00

Flag question

Which is not the test recommended to be performed in the case study?

Select one:

- ☒ a. Scenario with an unexpected load
- ☐ b. Scenario with the expected excess load
- ☐ c. Scenario with an expected load
- ☐ d. Functional test

Question 13

Complete

Marked out of 1.00

Flag question

Securing information system applications can be done by limiting user access to the following levels, except ...

Select one:

- ☐ a. The level of application
- ☐ b. The level of application server
- ☐ c. The level of database
- ☒ d. The level of file system

Question 14

Complete

Marked out of 1.00

Flag question

Which of the following is not the BCP phase?

Select one:

- ☐ a. Initialization
- ☒ b. Improvement
- ☐ c. Preparation for production
- ☐ d. Implementation

Question 15

Complete

Marked out of 1.00

Flag question

Which is not type of agreements used in the case study?

Select one:

- ☒ a. SLR
- ☐ b. SLA
- ☐ c. OLA
- ☐ d. Contracts

