



UJIAN TENGAH SEMESTER : MANAJEMEN LAYANAN
SEMESTER II TAHUN AKADEMIK 2017/2018
(120 minutes)
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= Ujian ini Close Book =

= Dilarang keras bekerja sama. Jika dilakukan, maka dianggap pelanggaran =
Berkas Soal WAJIB DIKUMPULKAN KEMBALI kepada Pengawas bersama jawaban
Kerjakan Soal pada Lembar Jawaban yang telah disediakan di halaman belakang.

Nama Mahasiswa:	NIM:	Kls:	Ruang:	Nilai (Diisi Dosen):
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<u>Salinlah pernyataan berikut:</u> Saya mengerjakan ujian ini dengan jujur dan mandiri. Jika saya melakukan pelanggaran, maka saya bersedia menerima sanksi.				Tanda Tangan Mahasiswa:

= Write your answers on the answer sheet =

PART 1 – MULTIPLE CHOICE (60%)

- Which of the following is not a recognized source of IT best practices according to ITIL?
A. Proprietary knowledge
B. Industry standards
C. Training
D. Auditors
- Which of the following is a reason an organization might want to adopt ITIL best practices?
A. Advice on the technical specification of infrastructure
B. Advice on business strategy
C. Development of programming techniques
D. Management of IT services and budgetary controls
- Which of the following is the correct description of a service?
A. Restores normal operations as soon as possible
B. Delivers value to customers, without ownership of specific costs and risks
C. Investigates the underlying cause of issues
D. Monitors targets according to contractual obligations
- What is an IT service made up of?
A. A combination of information technology, people, and processes
B. A combination of best practices, information technology, and outcomes
C. A combination of best practices, outcomes, and inputs
D. A combination of controls, outcomes, and inputs
- Which of these is not a recognized type of service according to ITIL?
A. Core service
B. Supplier service
C. Enabling service
D. Enhancing service

6. Which of these statements best represents the objective of service design?
- A. Service design should design services that cannot be improved.
 - B. Service design should design services that meet the requirements of the service provider.
 - C. Service design should design services that require little improvement, except to meet ongoing business requirements.
 - D. Service design should design services that deliver the expectations of the service provider in terms of service requirements.
7. Service design provides value to the business in many different ways. Which of the following is not recognized as value from service design?
- A. Lower total cost of ownership.
 - B. Efficient assessment of changes to business strategy.
 - C. Services meet the customer expectations for warranty requirements.
 - D. Designs will include governance requirements.
8. "Documents defining all aspects of an IT service and its requirements through each stage of its lifecycle." This is a description of what?
- A. A service definition package
 - B. A service transition document
 - C. A service core package
 - D. A service design package
9. Service design has four major areas that need to be considered in order to deliver an holistic design. Which of these are the four areas?
- A. Process, plan, performance, partners
 - B. Partners, plans, people, performance
 - C. People, process, products, partners
 - D. Products, plans, performance, process
10. Service design is subject to a number of constraints that impact the ability to design the solution. Which one of these is not recognized as a constraint?
- A. Finance
 - B. Regulatory framework
 - C. Technology
 - D. Service solution
11. Which of these statements is the best definition of architecture?
- A. The fundamental organization of a system, embodied in its components, their relationships to each other and to the environment, and the principles guiding its design and evolution
 - B. Document(s) defining all aspects of an IT service and its requirements through each stage of its lifecycle
 - C. A formal plan of actions and timescales to implement cost-justified measures to improve the level of service that forms part of continual service improvement
 - D. The record and capture of the structure of the infrastructure, components, and services and the relationships between them
12. Which of these represents the five major aspects considered by service design in the design of quality services?
- A. Solution, service design package, business strategy, measurement, and processes
 - B. Solution, architecture, management systems, processes, and measurement
 - C. Architecture, service design package, business strategy, service transition plan, and processes
 - D. Service management systems, processes, measurement, business strategy, and service operational readiness plans

13. Which of the following is NOT a process within the Service Design publication?
- A. Service portfolio management
 - B. Service catalogue management
 - C. Service level management
 - D. Supplier management
15. A customer-based SLA could be best described as?
- A. A single agreement covering the needs of several customers
 - B. A single document that covers the differing needs of several customers
 - C. A multi-paged document that all parties agree complies with internal quality assurance requirements
 - D. A single agreement for an individual customer group that details the levels of service provided to that group
16. Which of the following is an alternative term used to describe a form of SLA Monitoring (SLAM) chart?
- A. RAG
 - B. RACI
 - C. ITAMM
 - D. SMO
17. Which of the following is the best description of a document that details the initial requirements of the customer in terms of business needs?
- A. The business service catalogue
 - B. Service level requirements (SLR)
 - C. Service level agreement (SLA)
 - D. Service overview analysis (SOA)
18. Which of these statements is the best description of the purpose of the service transition lifecycle stage?
- A. Ensure services agreed on and designed in strategy and design are delivered effectively into operation.
 - B. Ensure services are designed to meet business expectations.
 - C. Ensure services are operated according to service level agreements.
 - D. Ensure services are measured and improved according to improvement guidelines.
19. Which of these statements best reflects the purpose of change management?
- A. To deliver successful projects to operations
 - B. To provide controlled change
 - C. To provide success strategies for the business
 - D. To deliver an accurate configuration management system
20. Which of these is part of the scope of IT change management?
- A. Business strategic changes
 - B. Minor operational changes
 - C. IT service changes
 - D. Project changes
21. What is the benefit of using a change model?
- A. It allows a change to be accepted into release more easily.
 - B. It allows the customer to bypass the normal change process.
 - C. It allows project teams to use the change process for project changes.
 - D. It allows predefined steps to be used when handling similar types of change.
22. Which of these would be a reason to raise a change proposal for authorization?
- A. If the change has a major cost impact on the business
 - B. If the change has been assessed as being technical

- C. If the change has been raised by a user
D. If the change has been assessed by a supplier
23. Which of these is not a recognized output document from the change management process?
A. Change schedule
B. Project service outage
C. Remediation plan
D. Configuration schedule
24. Who is responsible for authorizing a request for change as part of the change management process?
A. Change authority
B. Customer
C. User
D. Supplier
25. Which of these is a valid reason for closing a change record?
A. The release has been implemented.
B. The change acceptance criteria have been met.
C. The change has been authorized and implemented.
D. The change has been released.
26. Which of these is the best description of the purpose of transition planning and support process?
A. To provide overall planning and coordination of resources for service transition
B. To provide coordination for all change management activities
C. To provide planning for all designs in the service lifecycle
D. To provide planning for operational activities during release management
27. Which of these statements is not part of the purpose of the SACM process?
A. To control the assets that make up your services
B. To manage the changes to your service assets
C. To identify service assets
D. To capture accurate information about service assets
28. Service operation includes which of the following activities?
A. Testing the service
B. Rolling out the service
C. Deciding whether to retire the service
D. Optimizing the service
29. Many processes from other lifecycle stages also take place during the operation stage. Which of the following processes does not fall into this category?
A. IT service continuity management
B. Availability management
C. Service level management
D. Design coordination
30. Which of these activities is facilities management not responsible for?
A. Maintaining air conditioning to the required level in the server rooms
B. Defining the infrastructure requirements to support the services
C. Ensuring the power supply at any disaster recovery sites meets the requirement
D. Testing the UPS and generators
31. The service desk is not responsible for which of the following?
A. Providing a first point of contact

B. Resolving straightforward incidents

C. Preventing incidents from recurring

D. Providing updates to users

32. Operations management is split into two aspects. What are they called?

A. Facilities management, operations development

B. Facilities ownership, operations control

C. Console management, facilities management

D. Facilities management, operations control

33. Which of the following is not a service desk structure described in ITIL?

A. Virtual

B. Matrix

C. Follow the sun

D. Local

34. Which is the best description of an incident?

A. An event that has significance and impacts the service

B. An unplanned interruption to an IT service or reduction in the quality of an IT service

C. A fault that causes failures in the IT infrastructure

D. A user error

35. When should an incident be closed?

A. When the technical staff members are confident that it will not recur

B. When desktop support staff members say that the incident is over

C. When the user confirms that the service has been restored

D. When the target resolution time is reached

38. Incident management aims to restore normal service operation as quickly as possible. How is normal service operation defined?

A. It is the level of service that the user requires.

B. It is the level of service that the technical management staff members say is reasonable.

C. It is the level of service defined in the SLA.

D. It is the level of service that IT believes is optimal.

39. Which incidents should be logged?

A. Major incidents

B. All incidents that resulted from a user contacting the service desk

C. Minor incidents

D. All incidents

40. Which of these statements represents an objective of the continual service improvement lifecycle stage?

A. To ensure that the changes to the services deliver the anticipated and required business value

B. To identify and implement specific activities to improve IT service quality

C. To identify the services and the customers who use them

D. To set the expectations for the performance and use of the new or modified services

PART 2 – ESSAY (40%)

Case Study:

The current state of existing e-mail system in domain telkomuniversity.ac.id

As is: local webmail server based on Squirrelmail

To be: will be migrated to Google Aps using SSO feature