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?

To maximize the number of successful IT changes.

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.

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

Request, but no change request. An organizational change.

What is the primary metric 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.

False. 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, other incidents, known errors and other knowledge base page.

Which is better for dealing with 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. Collaborate and promote visibility is good also.

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.

Demonstrate a 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. Warranty or deployment issues. Battery replacement on laptop.

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

Primarily for **data collection**, and for simple issues, diagnosis, resolution, and problem solving. (The question is not referring to automated data collection processes using scripts like a PowerShell script since that would be technical in nature.)

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 the problem management practice?

PPE = Problem identification, problem control, error control.

In what stage of problem management would you figure out the root cause of the problem?

Problem 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**, based on their potential impact and probability.

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 used during problem management, specifically in the third stage of error control?

Change enablement practice. The change request or work order in a non-IT world.

Which dimension of service management would you be able apply to the Problem Control phase when you are doing the problem management practice? 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 and none of my co-workers are able either. 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 one word distinguishes the difference between a standard change and a normal change? True for one and not true for the other.

Standard changes are **pre-approved**.

What is practice is associated with setting expectations for fulfillment times for making 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 more 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 that you can submit service requests or incidents through.

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 misalignment and a disconnect between service partners as to the success of the service delivery and the user experience. Red on the inside, green on the outside.

Which one of the four dimensions of service management is the most important for building a customer relationship? Which activity in the service value chain? And as a whole or at a strategic level, which practice are we using?

People and organizations. Engage. Relationship Management is one level above Service Level Management.

What are the two components of value (fit for ?, or the names)? Which one is fit for use?

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

Which dimension of service management is closely aligned 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.