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## 2 SERVICE MANAGEMENT CONCEPTS - 04

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Exercises:

Fill in the blank. A [?] is a means of value co-creation by facilitating outcomes that customers want to achieve, without the customer having to manage specific costs and risks

1. Warranty
2. Outcome
3. Service
4. Service offering

Here the correct word is service.

Which describes outcomes?

1. Tangible or intangible deliverables
2. Results for a stakeholder
3. Functionality offered by a product or service
4. Configuration of an organization's resources

Here the correct definition is the second one.

What term best describes a service that is 'fit for use'?

1. Utility
2. Value
3. Outcome
4. Warranty

Here the correct definition is the first one.

What term best describes a person or a group of people that has its own functions with responsibilities, authorities, and relationships to achieve its objectives

1. Organization
2. Customer
3. Service Provider
4. Consumer

Here the correct definition is the first one.

List 10 ways in which ITSM will help your Organization

- Think about problem you have currently in your work – such as poor communications

Here are ten concise ways in which ITSM can help an organization:

- *Improved Communication*: Enhances collaboration and clarity across departments
- *Enhanced Service Quality*: Ensures consistent, high-quality service delivery
- *Efficient Resource Utilization*: Optimizes human and technological resources
- *Faster Problem Resolution*: Identifies and resolves IT issues swiftly, reducing downtime
- *Cost Reduction*: Streamlines processes and minimizes IT expenses
- *Increased Visibility and Control*: Provides better insight into IT assets and services
- *Alignment with Business Objectives*: Ensures IT initiatives support strategic goals.
- *Enhanced Change Management*: Implements changes smoothly with minimal risk
- *Regulatory Compliance*: Helps meet regulatory requirements and industry standards
- *Continuous Improvement*: Fosters a culture of ongoing refinement and adaptation

### 3 FOUR DIMENSIONS OF SERVICE MANAGEMENT - 05

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Which service management dimension is focused on the communication systems and knowledge bases used by employees?

- Organizations and people
- Information and technology
- Partners and suppliers
- Value streams and processes

Correct answer: Second one

Which service management dimension is focused on the roles and responsibilities of the people involved in a process' workflow?

- Organizations and people
- Information and technology
- Partners and suppliers
- Value streams and processes

Correct answer: First one

Which service management dimension is focused on an organization's relationships with other organizations in order to deliver its services?

- Organizations and people
- Information and technology
- Partners and suppliers
- Value streams and processes

Correct answer: Third one

## 4 SERVICE VALUE SYSTEM - 06

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Exercises:

Which ITIL concept describes governance?

- The seven guiding principles
- The four dimension of service management
- The service value chain
- The service value system

Correct answer: Fourth one

Which is intended to help an organization adopt and adapt ITIL guidance?

- The four dimensions of service management
- The guiding principles
- The service value chain
- Practices

Correct answer: Fourth one

Fill in the blank. The purpose of the [?] is to ensure that the organization continually co-creates value with all stakeholders through the use and management of products and service.

- Activities
- Practices
- Service value system
- Service value chain

Correct answer: Third one

## 5 GUIDING PRINCIPLES - 07

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### Exercises

Which describes the nature of the guiding principles?

- A guiding principle can guide an organization in all circumstances
- Each guiding principles mandates specific actions and decisions
- An organization will select one of the principles to adopt.
- Guiding principles describe the processes that all organizations must adopt

Correct answer: The first one

Which is intended to help an organization adopt and adapt ITIL guidance?

- The four dimensions of service management
- The guiding principles
- The service value chain
- Practices

Correct answer: The fourth one

You have been asked to investigate an email service within your organization that is failing to meet its intended outcomes. You begin by determining the intended outcome and then observe the current service with as much objectivity as possible. Based on your observations, you are able to determine that the current service is not meeting its utility and warranty requirements. Which guiding principles best describes your actions in this scenario

- Optimize and automate
- Keep it simple and practical
- Collaborate and promote visibility
- Start where you are

Correct answer: The fourth one

## 6 SERVICE VALUE CHAIN - 08

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### Exercises

Which statement about the value chain activities is CORRECT

- Practices are considered a value chain activity
- Continual improvement is considered a value chain activity
- Service value chain activities receive and provide triggers for further actions to be taken
- Activities within a service value chain operate independently from each other

Correct answer: Third one

Which ITIL concept describes the service value chain

- Service value system
- Four dimensions of service management
- Service guiding principles
- Practices

Correct answer: First one

## 7 CONTINUAL IMPROVEMENT - 09

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### Exercises

When working within the 'what is the vision' step of the continual improvement model, what must you ensure to occur?

- The high-level direction of the initiative has been understood
- The detailed steps of how to achieve your objectives
- What metrics you will use to measure success
- The current processes being used

Correct answer: The first one

Jasmin is leading an improvement initiative within your company. She has been told that the company wants to have the highest customer satisfaction in the industry. Currently, the company has a customer satisfaction rating of 92% but the industry leader has an average of 94%. Bridgett decides that the company should set their goal of obtaining a 96% customer satisfaction score within the next 12 months. What step of the continual improvement model is Bridgett currently in?

- What is the vision
- Where do we want to be
- How do we get there
- Where are we now

Correct answer: The second one



## 8 ITIL PRACTICES - 10

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### Exercises

What is defined as the practice of protecting an organization by understanding and managing risks to the confidentiality, integrity, and availability of information?

- Information security management
- Availability management
- Service continuity management
- Change control

Correct answer: The first one

What is defined as the practice of ensuring that an organization's suppliers and their performance levels are managed appropriately to support the provision of seamless quality products and services?

- Supplier management
- Service level management
- Capacity and performance management
- Monitoring and even management

Correct answer: The first one

## 9 SERVICE MANAGEMENT PRACTICES - 12

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Exercise:

*Create a template for a Service Request, what needs to be included in the template?*

Solution:

**1. Requestor Information:**

- Name of the requestor
- Department/Team
- Contact information (email, phone number)

**2. Request Type:**

- Select the type of request from a predefined list (e.g., access request, information request, resource request, service delivery action, feedback/complaint/compliment)

**3. Request Description:**

- Detailed description of the request, including any relevant background information or context

**4. Service Request Category:**

- Select the appropriate category from the service request catalog (e.g., software installation, account creation, hardware replacement)

**5. Priority:**

- Indicate the priority level of the request (e.g., low, medium, high, critical)

**6. Target Completion Date:**

- Desired date by which the requestor expects the service request to be fulfilled

**7. Approval Requirements:**

- Indicate if the request requires approval from a specific authority (e.g., manager, information security, finance)

**8. Attachments:**

- Provision to attach any supporting documents, screenshots, or files related to the request

**9. Request Status:**

- Current status of the request (e.g., submitted, pending approval, in progress, completed, canceled)

**10. Comments/Notes:**

- Section for adding comments, updates, or additional information related to the request

**11. Fulfillment Details:**

- Information about how the request was fulfilled (e.g., actions taken, resources provided, changes made)

**12. Completion Date:**

- Date when the request was successfully fulfilled

**13. Requestor Confirmation:**

- Section for the requestor to confirm that the request has been satisfactorily fulfilled

What is the purpose of the 'change control' practice?

- Supporting the agreed quality of a service by handling all pre-defined, user-initiated service requests in an effective and user-friendly manner
- Making new and changed services and features available for use
- Ensuring that risks are properly assessed, authorizing changes to proceed and managing a change schedule in order to maximize the number of successful IT changes
- Aligning an organization's practices and services with changing business needs through the ongoing identification and improvement of all elements involved in the effective management of products and services

Correct answer: Third one

Identify the missing word(s) in the following sentence. A known error is a(n) [?] that has been analyzed but has not been resolved.

- Change
- Incident
- Event
- Problem

Correct answer: Second one

**Which practice provides a single point of contact for users?**

- Change control
- Incident management
- Service request management
- Service Desk

Correct answer: Fourth one

## 10 TECHNICAL MANAGEMENT

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What is the purpose of the 'deployment management' practice?

- Ensuring that risks are properly assessed, authorizing changes to proceed and managing a change schedule in order to maximize the number of successful IT changes
- Making new and changed services and features available for use
- Moving new or changed hardware, software, documentation, processes, or any other service component to live environment
- Supporting the agreed quality of a service by handling all predefined, user-initiated service requests in an effective and user-friendly manner

Correct answer: Third one

Which practice is responsible for moving components to live environments?

- Change Control
- Release Management
- IT asset Management
- Deployment Management

Correct answer: Fourth one