Test 4 - Attempt 2

Question 1: Incorrect

What is the definition of service management?

- A) A set of specialized organizational capabilities for enabling value to customers (Correct)
- B) The means by which an organization is directed and controlled
- C) A method for visualizing work, identifying potential blockages and resource conflicts, and managing work in progress
- D) A means of enabling value co-creation by facilitating outcomes that customers want to achieve, without the customer having to manage specific costs and risks (Incorrect)

Explanation Service management is a set of specialized organizational capabilities for enabling value to customers in the form of services.

Question 8: Incorrect

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?

- A) Supplier Management (Correct)
- B) Service Level Management (Incorrect)
- C) Capacity And Performance Management
- D) Monitoring And Event Management

Explanation Supplier management is 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.

Question 10: Incorrect

Dion Training has outsourced the development of a mobile application to support their students' learning while on the go. Instead of paying a fixed-fee for the development though, Dion Training has negotiated with the developers to instead pay them a royalty fee for each student who logs into the service through their smartphone app. To control costs, Dion Training has decided to only allow students on their higher membership levels to be given access to the application. Which of the following terms best describes the activities performed by Dion Training in this example?

- A) Service Offering (Incorrect)
- B) Service Relationship Management
- C) Service Provision
- D) Service Consumption (Correct)

Explanation Service consumption refers to the activities performed by an organization to consume services, which includes the management of the consumer's resources needed to use the service, service use actions performed by users, and may include the receiving (acquiring) of goods.

Question 11: Incorrect

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

- A) Warranty (Incorrect)
- B) Output
- C) Utility (Correct)
- D) Outcomes

Explanation Utility is defined as the functionality offered by a product or service to meet a particular need. When a service has utility, it is referred to as 'fit for purpose'.

Question 33: Incorrect

How does 'service request management' contribute to 'design and transition' activity?

- A) By collecting user-specific request requirements (Incorrect)
- B) By acquiring pre-approved service components
- C) It analyzes data to identify opportunities to provide new service request options
- D) By initiating standard changes to fulfill service requests (Correct)

Explanation This is the 'design and transition' activity. Standard changes to services can be initiated and fulfilled as service requests.

Question 35: Incorrect

What does a centralized service desk require?

- A) Local Service Desk Analysts
- B) Complex Automation
- C) 24x7 Support (Incorrect)
- D) Remote Access Tools (Correct)

Explanation

A centralized service desk requires supporting technologies like workflow systems for routing and escalation, workforce management and resource planning systems, a centralized knowledge base, intelligent telephony systems, automatic call distribution, and remote access tools. Automation is wonderful and can provide efficiencies, but it is not required. Also, 24x7 support may not be a business requirement for some organizations. But, if you have a centralized service desk, you will need good remote access tools to be able to support users that are not located at your same location.

Question 38: Incorrect

How does 'service level management' contribute to the 'obtain/build' value chain activity?

- A) Provides objectives for component and service performance for products and services (Correct)
- B) Collects feedback during interactions and communicates service performance objectives to the operations and support teams (Incorrect)
- C) Provides feedback from interactions with customers into new or changed services
- D) Provides information about the actual service performance and trends

Explanation The 'obtain/build' activity in the service level management practice provides objectives for component and service performance for products and services