



## Review Test Submission: Quiz 02 - Service Strategy Review Questions

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Course	IT Service Provision (V7)
Test	Quiz 02 - Service Strategy Review Questions
Started	9/26/15 3:41 PM
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Status	Completed
Attempt Score	13 out of 15 points
Time Elapsed	22 minutes out of 30 minutes
Results Displayed	All Answers, Submitted Answers, Correct Answers

### Question 1

1 out of 1 points

A Service Level Package is best described as?

Selected ☒ b.

Answer: A defined level of utility and warranty associated with a core service package

Answers: a.

A description of customer requirements used to negotiate a Service Level Agreement

☒ b.

A defined level of utility and warranty associated with a core service package

c.

A description of the value that the customer wants and for which they are willing to pay

d.

A document showing the Service Levels achieved during an agreed reporting period

### Question 2

1 out of 1 points

What is the RACI model used for?

Selected ☒ a.

Answer: Documenting the roles and relationships of stakeholders in a process or activity

Answers: ☒ a.

Documenting the roles and relationships of stakeholders in a process or activity

b.

Defining requirements for a new service or process

c. Analyzing the business impact of an incident

d.

Creating a balanced scorecard showing the overall status of Service Management

### Question 3

1 out of 1 points

By introducing budgeting and accounting for IT services, which of the following will be a DIRECT benefit?

Selected Answer: ☒ c. Improved financial forecasting

Answers:

a. Better value for money

b. Clearer charging policies

☒ c. Improved financial forecasting

d. Higher quality support

### Question 4

1 out of 1 points

The utility of a service is best described as:

Selected Answer: ☒ b. Fit for purpose

Answers:

a. Fit for design

☒ b. Fit for purpose

c. Fit for function

d. Fit for use

### Question 5

1 out of 1 points

Which process is primarily supported by the analysis of Patterns of Business Activity (PBA)?

Selected Answer:

- Answers:
- ☒ b. Demand Management
  - a. Availability Management
  - ☒ b. Demand Management
  - c. Financial Management
  - d. Service Level Management

**Question 6**

1 out of 1 points

Setting policies and objectives is the primary concern of which of the following elements of the Service Lifecycle?

Selected Answer: ☒ a. Service Strategy

- Answers:
- ☒ a. Service Strategy
  - b. Service Strategy and Continual Service Improvement
  - c. Service Strategy, Service Transition and Service Operation
  - d. Service Strategy, Service Design, Service Transition, Service Operation and Continual Service Improvement

**Question 7**

1 out of 1 points

A service owner is responsible for which of the following?

Selected Answer: ☒ d. Recommending improvements

- Answers:
- a. Designing and documenting a Service
  - b. Carrying out the Service Operations activities needed to support a Service
  - c. Producing a balanced scorecard showing the overall status of all Services
  - ☒ d. Recommending improvements

**Question 8**

1 out of 1 points

The contents of a service package include:

Selected ☒ d.

Answer: Core Service Package, Supporting Services Package, Service Level Packages

Answers: a.  
Base Service Package, Supporting Service Package, Service Level Package

b.  
Core Service Package, Supporting Process Package, Service Level Package

c.  
Core Service Package, Base Service Package, Service Support Package

☒ d.  
Core Service Package, Supporting Services Package, Service Level Packages

### Question 9

1 out of 1 points

The 4 P's of ITSM are people, partners, processes and:

Selected Answer: ☒ b. Products

Answers: a. Purpose  
☒ b. Products  
c. Perspectives  
d. Practice

### Question 10

0 out of 1 points

Which of the following is NOT the concern of IT Financial Management?


Selected Answer: ☒ c. Differential charging

Answers: a. Telephone charges  
b. Invoicing  
c. Differential charging  
☒ d. Reviewing IT service quality

### Question 11

0 out of 1 points

Which of the following statements about the Service Portfolio and Service Catalogue is the MOSTCORRECT?

Selected  b.

Answer: The Service Catalogue has information about all services; the Service Portfolio only has information about services which are being considered for future development

Answers: a.  
The Service Catalogue only has information about services that are live, or being prepared for deployment; the Service Portfolio only has information about services which are being considered for future development

b.  
The Service Catalogue has information about all services; the Service Portfolio only has information about services which are being considered for future development

 c.  
The Service Portfolio has information about all services; the Service Catalogue only has information about services which are live, or being prepared for deployment

d.  
Service Catalogue and Service Portfolio are different names for the same thing

## Question 12

1 out of 1 points

Which of the following statements on IT Financial Management is correct?

Selected 

Answer: An IT Financial Manager identifies the costs incurred by IT and might propose prices for the services supplied

Answers: 

An IT Financial Manager identifies the costs incurred by IT and might propose prices for the services supplied

In order to be able to set up Budgeting and Accounting, SLAs and OLAs need to have been agreed

It is only possible to be cost conscious if the customer is charged for services

IT Financial Management must agree charges with the customer before establishing a Cost Model

## Question 13

1 out of 1 points

Demand Management is primarily used to?

Selected Answer: ☒ b. Eliminate excess capacity needs

- Answers:
- a. Increase customer value
  - ☒ b. Eliminate excess capacity needs
  - c. Increase the value of IT
  - d. Align business with IT cost

### Question 14

1 out of 1 points

Which ITIL® process is responsible for drawing up a charging system?

Selected Answer: ☒ c. Financial Management for IT Services

- Answers:
- a. Availability Management
  - b. Capacity Management
  - ☒ c. Financial Management for IT Services
  - d. Service Level Management

### Question 15

1 out of 1 points

Which of the following identifies two Service Portfolio components within the Service Lifecycle?

Selected Answer: ☒ a. Requirements Portfolio and Service Catalogue

- Answers:
- ☒ a. Requirements Portfolio and Service Catalogue
  - b. Service Knowledge Management System and Service Catalogue
  - c. Service Knowledge Management System and Requirements Portfolio
  - d. Requirements Portfolio and Configuration Management System

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