Vendor:ITIL

Exam Code:ITILSC-OSA

Exam Name:ITIL Service Capability Operational Support and Analysis

Version: Demo

QUESTION 1

Technical Management is NOT responsible for?

A. Maintenance of the technical Infrastructure

B. Documenting and maintaining the technical skills required to manage and support the IT Infrastructure

C. Defining the Operational Level Agreements for the various technical teams

D. Diagnosis of, and recovery from, technical failures

Correct Answer: C

QUESTION 2

There have been multiple incidents recorded by the Service Desk. Itappears that the network is congested due to multiple connections.

What kind of actions should the Service Desk analyst take in thisinstance?

A. They should ask the Capacity Manager to expand the capacity of the network

B. They should ask the Problem Manager to look into the problem right away

C. They should ask the Security Manager to check whether too many authorizations may have been issued.

D. They should ask the Service Level Manager to revise the Service Level Agreements (SLA) with a decreased availability target

Correct Answer: B

QUESTION 3

Scenario

Vision Media is an international media organization, operating variouslines of business including:

Film Production Television (production and delivery of their own channel in the United States VisionOne) Print media (including newspapers in 15 countries) Online Advertising

The organization has recently been restructured, and now iscomprised of the following companies and departments:

Vision Films (production of movies and television shows) VisionOne (television channel) VisionNews (coordinates all of the sub-companies involved in the delivery of printed newspapers, as well as being the centralized source of news information for all company owned media outlets) VisionNet (managing the online and internet businesses) Legal Services Finance and Administration Human Resources Information Technology

The organization is also actively pursuing growth in the online market,and is currently holding discussions with the leading online newsprovider about the possible acquisition of their company. This wouldincrease the overall size of Vision Media by around 15%.

The Information Technology department acts as a Shared ServiceUnit, providing IT Services to all of sub-companies and departments,which complement some of the Internal Service Providers that alsoexist. The director of Information Technology has realized the need toimprove the quality of services offered by implementing ITIL, and hasdecided to do so using a phased approach. Some of the ServiceDesign and Service Transition processes have already beenimplemented, and they are now planning the implementation ofService Operation.

While the IT director does have tentative support from the otherdirectors and CEO, budgets for implementing the Service Operationprocesses have not been finalized, and still require a business caseto be formally submitted.

There is some confusion as to how the process of AccessManagement should be designed. In particular, there is debate as tohow the process should be integrated into the overall approach of ITService Management within Vision Media. The IT director has askedfor submissions from some of her staff, describing how they thinkAccess Management should be designed.

Which of the following submissions describes the most appropriateway in which to design and implement Access Management withinVision Media?

A. The design of a quality Access Management process will need toconsider the current state of IT Service Management that exists withinthe IT department, as well as the organizational requirements ofVision Media in general. This will require interfaces to be createdwith: Information Security Management: Which is responsible forthe development and renewal of security policies, guidelinesand procedures, which are then executed by AccessManagement Service Level Management: Which is responsible defining thecustomer requirements for access to IT services Request Fulfillment: Access Management will often betriggered by Service Requests, taken by the Service Desk orsubmitted using automated and self-help mechanisms Change Management: Request for Changes (RFCs) will ofteninvolve modification of access rights Demand Management: Which will provide information as tothe patterns of business that will generate requests foraccess. Outside the scope of IT Service Management, some of the interfacesthat will also need to be created are: Human Resources: So that effective (and automated)communication exists to assist in the creation, modification,removal and audit of access rights. General: Direct requests from department managers Requests for enabling increased access for VIP staff

B. The design of an efficient Access Management process will need toaccount for the existing IT Service Management processes alreadyimplemented within the IT department, as well as the HumanResource requirements of Vision Media in general. This will requireinterfaces to be created with: Information Security Management: Which is responsible forthe development and renewal of security policies, guidelinesand procedures, which are then executed by AccessManagement Capacity Management: Which is responsible for the design ofsystems and infrastructure, which are in turn supported byAccess Management Knowledge Management: Each Knowledge base will requirevarious levels of access to be defined and enforced. Change Management: Request for Changes (RFCs) will ofteninvolve modification of access rights Demand Management: Which will provide information as tothe patterns of business thatwill generate requests foraccess Outside the scope of IT Service Management, some of the interfaces that will also need to be created are: Legal Services: So that the Legal department can verify the request for access is appropriate and lawful. ?General: Direct requests from department managers Requests for enabling increased access for VIP staff

C. It is important that the implementation of Access Managementconsiders a number of key interfaces with existing IT ServiceManagement processes, as well as other business processes, toensure success and satisfaction of its defined objectives. Thisincludes: Information Security Management: Which is responsible forthe development and renewal of security policies, guidelinesand procedures, which are then executed by AccessManagement Availability Management: Which is responsible for the designof security systems and infrastructure, which are in turnsupported by Access Management Request Fulfillment: Access Management will often betriggered by Service Requests, taken by the Service Desk orsubmitted using automated and self-help mechanisms Change Management: Request for Changes (RFCs) will ofteninvolve modification of access rights Configuration Management: Which can be used to recordrelationships between users and systems they can access. Outside the scope of IT Service Management, some of the interfaces that will also need to be created are: Human Resources: So that effective (and automated) communication exists to assist in the creation, modification, removal and audit of access rights. General: Direct requests from department managers Requests for enabling restricted access to contractorsand external suppliers

D. Access Management will need to be implemented in isolation fromexisting IT Service Management processes already in place at VisionMedia so that its\\' integrity can be ensured. The only exception to thisis Information Security

Management, which is responsible for thedevelopment and renewal of security policies, guidelines andprocedures. Access Management uses these as formal inputs, whichare then executed accordingly.

Correct Answer: C

QUESTION 4

Scenario

Brewster\\'s is a toy factory that has been in business for 30 years.The company started with a small family run shop and has grownconsistently over the years. They are now supplying toy storesnationwide and are considered to be the primary supplier of children\\'scollectable novelty erasers.

Brewster\\'s IT department is relatively small (currently 15 staff) butefficient. They have recently employed an IT Manager in an attemptto improve the management of the infrastructure, as well as moreeffective use of resources and identification of areas for improvement.

The Brewster\\'s management teams do not have a lot of ITknowledge. The newly appointed IT Manager is very ITIL focusedand wants to implement as many ITSM processes as is appropriatethere are currently no formal processes in place. On starting with thecompany the IT Manager completed an internal assessment of the ITinfrastructure ?including staff skills analysis, and collated the resultsfrom customer satisfaction surveys completed over the last 5 years.

The main areas of concern are as follows:

Responses from customer satisfaction survey:

Overall a consistent satisfaction level. However, responses completed during the past 12 months show an increase in customers who were unsatisfied with call waiting times when contacting the service desk for help with online orders and requests for information.

Customers added the following additional comments:

"Never get to speak to the same person twice when dealing with an Incident number, had to call several times to receive follow up on progress" "Some of the Service Desk staff seem under qualified to deal with my questions about new applications/incidents/service requests"

Results from Staff Skills Analysis:

Staff, in general, have a good knowledge of IT systems and a basic understanding of the business processes and objectives. However, staff are not well informed of upcoming releases of new or changed

services and not given adequate information to relay to the customers.

Staff added the following additional comments:

"Communication between Service Operation departments has become inefficient - there are meetings for

the sake of meetings, but the important information we need to know to do our day to day jobs is lacking"

"I still don\\'t know what half of the people do, that work in the IT department!"

Results from General IT Infrastructure assessment:

Lack of event monitoring and planning

Lack of input from Operational Support departments into Service Design Lack of skill and information

sharing across the Operational Support teams with regards to Incident, Problem, Workarounds and Known

Error data. Little to no proactive activities being carried out.

Refer to Scenario

Through further investigation you identify that there is no formalmeans of collecting data to identify service

improvement, other thancustomer surveys. These are very subjective and do not give abalanced picture

regarding quality of service. Through discussions with the Continual Service ImprovementManager, you

decide to start collecting a range of metrics to helpidentify service improvements.

Which metrics would be relevant to Service Desk?

A. % of calls resolved by Service Desk Average time to identify incident Average time to escalate incident % of user updates conducted within target times Customer feedback Average Service Desk cost of handling incident

B. % of calls resolved by Service Desk Averagetime to resolve incident Averagetime to escalate incident % of customer updates conducted within target times Customerfeedback AverageService Desk cost of handling incident

C. o % of calls answered by Service Desk Averagetime to escalate incident % of customer updates conducted within Service Deskhours Customerfeedback Averagecost of handling incident

D. % of calls answered by Service Desk Averagetime to resolve problems Averagetime to escalate problem % of customer updates conducted within Service Desktimes Customerfeedback Averagecost of handling problem

Correct Answer: B

QUESTION 5

The success of Service Operation phase is based on some importantCritical Success Factors. From the options below, which would bethe most important for Service Operation?

A. Management support for using phase Business support to ensure users use Service Desk as little aspossible Champions to drive process

usage

Staffing and retention of Service Desk

Service management usage

Suitable tools ?especially Incident Management

Measurement and reporting of capacity

B. Management support for setting up phase Business support to ensure users call Service Desk Champions to lead process implementation Staffing and retention of Service Desk Service management training Suitable tools Measurement and reporting of usage

C. Management support for setting up SD Business support to ensure users call Service Desk Champions to lead Service Support Staffing and retention of Service Desk Service management understanding Suitable tools ?especially Service Desk Measurement and reporting

D. Management support for setting up phase Business support to ensure users use Service Desk Champions to lead process implementation Staffing and retention of Service Desk Service management training Suitable tools ?especially Service Desk Measurement and reporting

Correct Answer: D

QUESTION 6

Scenario

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The IT director is required to submit a business case to the board ofdirectors of Vision Media for the implementation of Service Operation.Which of the following responses is the BEST summary of thebenefits of implementing Service Operation (processes andfunctions), to be included in the business case?

A. As part of the ongoing Service Management initiative withinVision Media, the implementation of Service Operation is

a vitalelement necessary to enable service quality and reduce theoverall expenditure on IT. This is because Service Operation isultimately where the designs and optimizations introduced by ITare supported, and from an IT perspective where the actual valueof IT Service Management is seen. Specific benefits delivered asa result of improved Service Operation includes: Increased effectiveness and efficiency in IT Service deliveryand support Reduced operational spending on IT Increased customer and user satisfaction of IT services Improved availability and performance of agreed IT services Given current plans for growth of Vision Media and possibleacquisitions, the implementation of Service Operation is especiallyimportant to provide processes for reactively managing a growing enduser population and increased scope and complexity in ITinfrastructure utilized.

B. As part of the ongoing Service Management initiative withinVision Media, the implementation of Service Operation is avital element necessary to further improve service quality, andto realize the value of the previous projects already completed(refer Service Design and Service Transition projects). This isbecause Service Operation is ultimately where the designsand optimizations introduced by IT are executed andmeasured, and from a businessviewpoint where the actualvalue of IT is seen. Specific benefits delivered as a result ofimproved Service Operation includes: Increased effectiveness and efficiency in IT Service delivery and support Increased return on investments (ROI) into IT Increased value on investments (VOI) into IT Increased customer and user satisfaction of IT services Given current plans for growth of Vision Media and possibleacquisitions, the implementation of Service Operation processes isespecially important to provide cost- effective capabilities formanaging a growing end user population and increased scope andcomplexity in IT infrastructure utilized.

C. As part of the ongoing Service Management initiative withinVision Media, the implementation of Service Operation is a vitalelement necessary to enable service quality and reduce theoverall expenditure on IT. This is because Service Operation isultimately where the designs and optimizations introduced by ITare deployed, and from a business perspective where the actualvalue of IT Service Management is seen. Specific benefitsdelivered as a result of improved Service Operation includes: Fewer disruptions to agreed IT services Reduced operational spending on IT Increased job satisfaction of IT staff Improved availability and performance of agreed IT services Given current plans for growth of Vision Media and possibleacquisitions, the implementation of Service Operation is especiallyimportant to provide processes for reactively managing a growing enduser population and increased scope and complexity in ITinfrastructure utilized.

D. As part of the ongoing Service Management initiative withinVision Media, the implementation of Service Operation is a vitalelement necessary to achieve service quality and support theobjectives defined for the IT department. This is because ServiceOperation is ultimately where the designs and optimizationsintroduced by IT are supported, and from a business viewpointwhere the actual value of IT is seen. Specific benefits deliveredas a result of improved Service Operation includes: Increased effectiveness and efficiency in IT Service deliveryand support Increased return on investments (ROI) into IT Reduced operational spending on IT Increased customer and user satisfaction of IT services Given current plans for growth of Vision Media and possibleacquisitions, the implementation of Service Operation is especiallyimportant to provide cost-effective processes for managing a growingend user population and increased scope and complexity in ITinfrastructure utilized.

Correct Answer: B

QUESTION 7

Scenario

NEB is a financial management company that specializes in lendingmoney for substantial property investments. They have a large ITdepartment that is currently using the following ITSM processes:

Service Level Management Availability Management IT Service Continuity Management Information Security Management Incident Management Problem Management.

Each of these processes have been implemented within the plannedtarget time and are working effectively and efficiently. Staff haveadapted to the changes in a very positive manner and see thebenefits of using the ITIL framework.

Last Saturday, there was a security breach. A previous member ofstaff, who has left the company and joined a competitor organization,has been able to gain access to several client lending files. Afterinitial investigation, it was found that access was not terminated whenthe staff member left the company ?this has highlighted that thereare insufficient processes in place to ensure access rights areterminated when staff leave the company, change roles etc and thereis ongoing investigation to see how many other previous staff stillhave access to the system.

The business has requested immediate recommendations from the ITManager, as to what can be done to ensure this situation does nothappen again and how best to inform clients, with reference to thesecurity breach.

Refer to the scenario.

Which of the following options is most suitable to deal with thissituation?

A. Your first recommendation is to implement the AccessManagement process as soon as possible. You suggestthat as the IT organization has already effectively andefficiently implemented six processes, they will be able tomanage a well executed and fast implementation. Thisprocess will ensure that access is provided to those whoare authorized to have it and will ensure access isrestricted to those who are not. With regards to informing clients, you recommend thatclients are not told of the situation as you feel it will be toodamaging to the NEB reputation and will result in acatastrophic loss of clientele. You suggest that if clientsare contacted by the competitor organization, theycannotprove that any information has been obtained via NEB filesand (as there is now a plan to implement AccessManagement) NEB can confidently reassure clients thatthere is ample security and access management in placeto ensure this situation could never arise.

B. Your first recommendation is to implement the AccessManagement process as soon as possible. You suggestthat as the IT organization has already effectively andefficiently implemented six processes, they will be able tomanage a well executed and fast implementation. AsAccess Management is the execution of the policies laidout within the Availability and Information SecurityProcesses, the foundations are already laid. This processwill ensure that access is provided to those who areauthorized to have it and will ensure access is restricted tothose who are not. To ensure alignment between theBusiness and IT, there will need to be integration with theHuman Resources department to ensure there areconsistent communications with regards to staff identity,start and end dates etc.With regards to informing clients of the breach, yousuggest that the clients affected by the breach must beinformed ASAP. You recommend a formal letter is sentfrom senior management to reassure clients that thesituation is being taken seriously and what actions aretaking place to ensure this never happens again. You areaware that this could damage the company\\'s reputation,as security is a critical success factor, but feel that thespecific clients must be informed by NEB ASAP, as thereis a high risk they will be approached by the competitororganization.

C. Your first recommendation is to implement the AccessManagement process as soon as possible. This processwill ensure that access is provided to those who areauthorized to have it and will ensure access is restricted tothose who are not. With regards to informing clients of the breach, yousuggest that only the specifically affected clients areinformed of the breach, via a formal letter sent from seniormanagement to reassure clients that the situation is beingtaken seriously. You suggest that the tone and focus ofthe letter should emphasize the following points: There has been a `minor\\' security breach fault of memberof staff, who\\'s employment has now been terminated No data has been `lost or changed\\' Sufficient action has been taken to ensure this situationdoes not happen again and NEB would like to assure theirclients that there security and continued confidence is ofthe highest importance.

D. Your first recommendation is to implement the AccessManagement process as soon as possible. You suggestthat as the IT organization has already effectively andefficiently implemented six processes, they will be able tomanage a well executed and fast implementation. Thisprocess will ensure that access is provided to those whoare authorized to have it and will ensure access isrestricted to those who are not.

With regards to informing clients of the breach, yousuggest that all clients need to be informed of the breachand the action being taken to ensure this does not happenagain. You are aware that this could damage thecompany\\'s reputation, but are concerned that if only thespecificallyaffected clients are informed, word will spreadand the entire client base will feel they have beenkept outof the loop on such an important issue and further damageto NEB\\'s reputation will befelt.

Correct Answer: B

QUESTION 8

Scenario

Vericom is a leading provider of government, business and consumertelecommunication services, and is currently seeking ways in which toimprove its utilization of IT services to drive growth across its\\' multiplelines of business. One of the largest organizations in the UnitedKingdom, Vericom is comprised of the following business units:

Verinet (providing ADSL, cable, 3GSM, dialup and satellite services) Infrastructure Services (planning, installing and maintaining the PSTN and mobile network infrastructure)

VericomTV (Pay TV)

Consumer Sales and Marketing (including 400 Vericom retailoutlets) Business and Government

Finance and Administration

Information Technology Services (Shared Service Unit, however some business units also have their own internal service provider) Human Resources

Vericom Wholesale (for wholesale of Vericom infrastructureservices)

Due to the extensive scope of infrastructure deployed and largeemployee and customer base, Vericom continues to rely on legacysystems for some critical IT services; however this is seen as abarrier to future organizational growth and scalability of servicesoffered. The CIO of Vericom has also raised the concern that whileimprovements to the technology utilized is important, this also needsto be supported by quality IT Service Management practicesemployed by the various IT departments.

The project of improving the IT Service Management practicesemployed by Vericom has been outsourced to external consultantswho are aware of the major IT refresh that is going to be occurringover the next 24 months.

Refer to the scenario.

The Verinet business unit which provides internet services is currentlyfacing increased competition from other Internet Service Providersseeking to entice Verinet customers away with offerings such as freeVOIP (voice over internet protocol) and Naked DSL (unconditionedlocal loop). To combat this, Verinet wishes to develop a newmarketing campaign highlighting the high quality and availability ofservices offered. Before this occurs, the Service Manager within Verinet (who haspreviously implemented ITIL in other organizations) hadrecommended implementing Event Management to assist in thecontinued ability for providing high quality, highly available internetservices to the UK population. She has been faced by someresistance, who believe that it is not required as Capacity, Availability,Incident and Problem Management have already been implemented.

Which of the following would be the BEST response to the Veritnetdirectors in describing the benefits of introducing Event Managementto Verinet?

A. The implementation of Event Management to complementexisting ITIL processes within Verinet will have a number ofsignificant benefits. The value to the business of implementingthe process is directly seen by the following benefits: Improved speed for Incident and Problem Management foridentifying and analyzing the cause and potential effect Improved ratio of used licenses against paid for licenses Percentage re-use and redistribution of underutilized assetsand resourcesImproved aliment between provided maintenance andbusiness support Improvement in maintenance scheduling and management forCIs

B. The implementation of Event Management to complementexisting ITIL processes within Verinet will have a number ofsignificant benefits. The value to the business of implementingthe process is generally indirect, but would support anenhanced ability to provide high quality and high availabilityinternet services by: Providing mechanisms for the early detection of incidents andproblems before they impact customers Notify the appropriate staff of status changes or exceptionsthat so that they can respond quickly Providing a basis for automated operations, increasingefficiency and allowing human resources within Verinet to bebetter utilized Providing improved visibility as to the events and interactionsthat occur within the IT infrastructure Providing performance and utilization information and trendsthat can be used for improved capacity planning and systemdesign

C. The implementation of Event Management to complementexisting ITIL processes within Verinet will have a number ofsignificant benefits. The value to the business of implementingthe process is generally indirect, but would support anenhanced ability to provide high quality and high availabilityinternet services by: Providing mechanisms for the early detection of incidents andproblems before they impact customers Developing capabilities for the monitoring of criticalcomponents of the IT infrastructure for disruptions or breachof utilization thresholds Automating the notification of key staff when exception eventsoccur Providing improved visibility as to the events and interactionsthat occur within the IT infrastructure Reducing the time requirements of manual activitiesperformed by IT staff as part of preventative maintenance.

D. The implementation of Event Management to complementexisting ITIL processes within Verinet will have a number ofsignificant benefits. The value to the business of implementingthe process is directly seen by the following benefits: Reduced SLA breaches Reduced times required for diagnosis and root-cause analysisof problems Reducing ratio of high priority incidents Reduced Mean Time to Restore (MTTR) for incidents Improved availability levels Improved delivery of capacity and performance, with fewercapacity related incidents.

Correct Answer: B

QUESTION 9

Which of the following is NOT an objective of Service Operation?

A. Thorough testing, to ensure that services are designed to meet business needs

B. To deliver and support IT Services

C. To manage the technology used to deliver services

D. To monitor the performance of technology and processes

Correct Answer: A

QUESTION 10

What is the difference between a Known Error and a Problem?

A. The underlying cause of a Known Error is known. The underlying cause of a Problem is not known

B. A Known Error involves an error in the IT infrastructure, A

C. Problem does not involve such an error.

D. A Known Error always originates from an Incident. This is not always the case with a Problem

E. With a Problem, the relevant Configuration Items have been identified. This is not the case with a Known Error.

Correct Answer: A

QUESTION 11

What is the best definition of an Incident Model?

A. A type of incident involving an authorized Configuration Item (CI)

B. The template used by Service Desk analysts to record incidents

C. A set of pre-defined steps to be followed when dealing with a known type of incident

D. An Incident that is easy is solved at first contact

Correct Answer: C

QUESTION 12

Scenario

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continues to rely on legacysystems for some critical IT services; however this is seen asabarrier to future

organizational growth and scalability of servicesoffered. The CIO of Vericom has also raised the concern

that whileimprovements to the technology utilized is important, this also needsto be supported by quality IT Service Management practicesemployed by the various IT departments.

The project of improving the IT Service Management practicesemployed by Vericom has been outsourced to external consultantswho are aware of the major IT refresh that is going to be occurringover the next 24 months.

Refer to the scenario.

As part of the major refresh of IT systems, it has been agreed that theexisting ITIL processes of Incident and Problem Management are notperforming adequately. Recent surveys indicate that:

A high percentage of incidents are being escalated tosecond linesupport staff There is inconsistency in the knowledge captured fordiagnosing and resolving incidents and problems Problem Management is predominantly reactive and typicallyonly executed when a large volume of incidents are identifiedto be of a common root cause There is little handover of knowledge (including documentationof Known Errors) for many releases deployed, creatingsignificant workloads for the support groups in the weeksfollowing deployment.

Which of the following responses BEST represents the way in whichyou would seek to improve the situation?

A. You understand the need to review current practices, soyou compare current practices against those described inthe ITIL volume of Service Operation. You perform a gapanalysis, and realize most of the issues relate toinadequate knowledge capture and sharing. You focus onimproving this by: Reviewing the tools and systems used, and develop abusiness case for acquiring new Knowledge ManagementSoftware to be used by the IT division. Creating rules for the escalation of incident and problemsso that higher level support groups are not overloaded Improving the level of documentation and knowledgecapture by running incentive programs rewarding staff forthe number of contributions made to the knowledgebase Conducting training on how to use the refreshed Incidentand Problem Management processes. Developing performance metrics to be reviewed forIncident and Problem Management

B. You communicate the need to review the situation, invitingvarious stakeholders from the IT departments and otherbusiness units to discuss the issues at hand. Your mainconcern is the lack of communication between various ITgroups, so to improve this you focus on: Improving the Release Policy to be adhered to by thevarious Release and Deployment teams, stating thedocumentation and knowledge transfer requirements forthe different types of releases performed. Developing guidelines, procedures and associatedincentives for the capture of knowledge relating toincidents, problems and general service requests. Conducting training and awareness sessions on therequirements for documentation and knowledge capture. Rotating developers and second line staff through theService Desk every three months Develop consistency in the Early Life Support provided bydesign/specialist staff for major releases Improving the interfaces between Incident and Problem Management, particularly those around escalation andproblem detection. Scheduling regular Proactive Problem Managementreviews, which will look at trends in incidents andproblems, and to identify vulnerable infrastructurecomponents. Developing metrics that will be used to evaluate the valueand performance of the Incident and ProblemManagement processes.

C. You understand the need for compliance to the definedprocesses, as currently many staff do not follow prescribedguidelines and procedures. Your efforts focus on improvingcompliance to the Incident and Problem Managementprocesses by: Auditing the processes, seeking where exceptions todefined procedures occur Running awareness sessions to communicate the valueand importance of the processes in place Modifying existing systems and tools so that improvecompliance to existing processes Evaluating which groups are underperforming to identifyany training that needs to occur

D. You communicate the need to understand more about thecurrent issues, so you invite the Service Desk, Incident,Problem and Release and Deployment managers to a meetingto review the situation. Your main concern is the lack ofdocumentation and knowledge being recorded by various ITgroups, so to improve this you focus on: Defining the requirements for knowledge capture andtransfer (including Known Errors) so that allcommunication is improved Improving the tools and systems used for by the variousgroups for knowledge capture and transfer Creating rules for the

escalation of incident and problemsso that higher level support groups are not overloaded Develop consistency in the Early Life Support provided bydesign/specialist staff for major releases Assigning responsibility to the lead infrastructure architectto oversee Proactive Problem Management. Conducting training on how to use the refreshed Incidentand Problem Management processes. Rotating Service Desk staff through higher level supportteams every three months Developing performance metrics to be reviewed forIncident and Problem Management

Correct Answer: B