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QUESTION 1

Operations Control refers to?

A. The managers of the Event and Access Management Processes

B. Overseeing the monitoring and escalating of IT operational events and activities

C. The tools used to monitor the status of the IT Network

D. The situation where the Service Desk manager is required to monitor the status of the infrastructure when Service Desk Operators are not available

Correct Answer: B

QUESTION 2

Scenario

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

Film Production Television (production and delivery of their own channel in theUnited 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 inthe delivery of printed newspapers, as well as being thecentralized source of news information for all company ownedmedia 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.

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 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.

Refer to the exhibit.

The IT director is now considering the implementation of the ServiceOperation functions. However there seems to be overlap between thegoals and objectives for each of the functions, which is causing someconcern among staff involved in the project. Which of the following responses BEST describes the objectives ofthe four Service Operation functions?

Service Desk	Technical Management
• To act as a single point of contact for all user incidents, requests and general communication. • To restore 'normal service operation' as quickly as possible in the case of disruption. • To improve user awareness of IT issues and to promote appropriate use of IT services and resources. • To assist the other IT functions by managing user communication and escalating incidents and requests using defined procedures.	• To design highly resilient, cost effective technical architectures. • To use adequate technical skills to maintain the technical infrastructure in optimum condition. • To use technical skills to speedily diagnose and resolve any technical failures that do occur. • To ensure resources are effectively trained and deployed to design, build, transition, operate and improve the technology to deliver and support IT Services.
IT Operations Management	**Application Management**
• To maintain the 'status quo' to achieve stability of the organization's day to day processes and activities. • To monitor and identify potential improvements to achieve improved service at reduced costs whilst maintaining stability. • To apply swift operational skills to diagnose and resolve any IT operations failures that occur. • To manage all physical IT environments, usually data centers, computer rooms and recovery sites.	• To deliver new and modified applications that are well designed, interface with existing architectures, are resilient and cost-effective. • To ensure the functionality and performance requirements of the business are delivered in optimal fashion. • To use appropriate skills to maintain optimum availability of applications. • To assist in the decision whether to build or buy software that meets business requirements.

A.

Service Desk	Technical Management
• To act as a single point of contact for all IT incidents, requests, problems and general communication. • To restore services as quickly as possible in the case of disruption. • To improve user awareness of IT issues and to promote efficient use of IT services and resources. • To resolve incidents, problems and service requests using defined processes and procedures.	• To maintain the 'status quo' to achieve stability of the organization's IT services. • To identify potential improvements to achieve improved service at reduced costs, whilst optimizing stability. • To coordinate swift technical skills to diagnose and resolve any IT operations failures that occur. • To manage all physical IT environments, usually data centers, computer rooms and recovery sites.
IT Operations Management	**Application Management**
• To build highly resilient, cost effective technical architectures. • To use adequate technical skills to maintain the technical infrastructure in optimum condition • To use technical skills to speedily diagnose and resolve any technical failures that do occur. • To test applications for identifying the potential impact on the production environment. • To contact users to advise when technical problems are resolved.	• To build new and modified applications that are well designed, interface with existing architectures, are resilient and cost-effective. • To ensure the functionality and usability requirements of the business are delivered in optimal fashion. • To ensure resources are effectively trained and deployed to deliver and support IT Services. • To efficiently respond to failures and diagnose and resolve any disruptions that occur.

B.

Service Desk	Technical Management
• To act as a single point of contact for all customer incidents, requests and general communication. • To restore services as quickly as possible in the case of disruption. • To improve user awareness of IT issues and to promote efficient use of IT services and resources. • To assist the other IT functions by managing user communication and resolving incidents and requests using defined procedures.	• To build highly resilient, cost effective technical architectures. • To use adequate technical skills to maintain the technical infrastructure in optimum condition • To use technical skills to speedily diagnose and resolve any technical failures that do occur. • To ensure resources are effectively trained and deployed to deliver and support IT Services. • To contact users to advise when technical problems are resolved.
IT Operations Management	**Application Management**
• To maintain the 'status quo' to achieve stability of the organization's day to day processes and activities • To identify potential improvements to achieve improved service at reduced costs, whilst optimizing stability. • To coordinate swift technical skills to diagnose and resolve any IT operations failures that occur. • To manage all physical IT environments, usually data centers, computer rooms and recovery sites.	• To build new and modified applications that are well designed, interface with existing architectures, are resilient and cost-effective. • To ensure the functionality and usability requirements of the business are delivered in optimal fashion. • To test applications prior to deployment into the production environment. • To efficiently respond to failures and diagnose and resolve any disruptions that occur.

C.

Service Desk	Technical Management
• To act as a single point of contact for all IT incidents, requests, problems and general communication. • To restore services as quickly as possible in the case of disruption • To improve user awareness of IT issues and to promote efficient use of IT services and resources. • To resolve incidents, problems and service requests using defined processes and procedures.	• To build highly resilient, cost effective technical architectures. • To use adequate technical skills to maintain the technical infrastructure in optimum condition • To use technical skills to speedily diagnose and resolve any technical failures that do occur. • To test applications for identifying the potential impact on the production environment • To contact users to advise when technical problems are resolved.
IT Operations Management	**Application Management**
• To maintain the 'status quo' to achieve stability of the organization's IT services. • To identify potential improvements to achieve improved service at reduced costs, whilst optimizing stability. • To coordinate swift technical skills to diagnose and resolve any IT operations failures that occur. • To manage all physical IT environments, usually data centers, computer rooms and recovery sites.	• To build new and modified applications that are well designed, interface with existing architectures, are resilient and cost-effective. • To ensure the functionality and usability requirements of the business are delivered in optimal fashion. • To ensure resources are effectively trained and deployed to deliver and support IT Services. • To efficiently respond to failures and diagnose and resolve any disruptions that occur.

D.

Correct Answer: A

QUESTION 4

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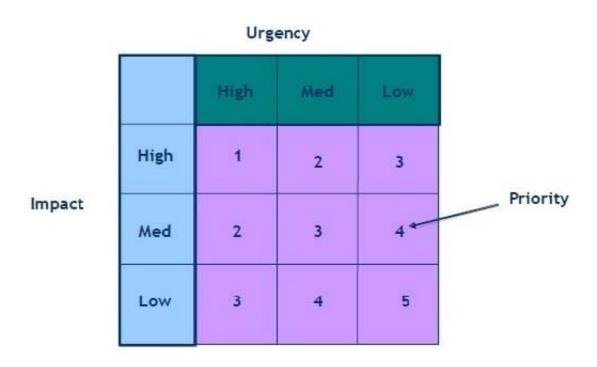
The organization is also actively pursuing growth in the online market,and is currently holding discussions with the leading online newsprovider about the possible acquisition of their company. This wouldincrease the overall size of Vision Media by around 15%.

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.

Refer to the exhibit.

Sally Robbins, who had previously managed the IT department\'sService Desk, has now been assigned the role of Incident Manager.To assist in the implementation of the process, Sally has conducted anumber of meetings with IT staff, customers, external suppliers andother relevant stakeholders to identify their requirements. Based onthese discussions, Sally has created following impact definitions,which will be used in conjunction to the given urgency to determinethe appropriate timescales and effort applied for response andresolution to recorded incidents.

Impact Definition: Low Impact Affects a single user, preventing them from performingnormal work functions A single, non-critical device

or peripheral is unavailable Medium Impact

Multiple users are affected, preventing them fromperforming normal work functions A regular business function is unavailable to part of aor organizational unit department

High Impact

A vital business function is unavailable to an entiredepartment or company owned organization

Major Incident

A vital business function is unavailable to all Vision Media departments and company owned organizations

Example Incidents:

I. The IT manager of Vision Films detects that their dedicatedVirtual Private Network linking them to Vision Media\\'scorporate IT systems has failed. This has prevented usersfrom accessing or modifying any file, document or systemmaintained by the centralized IT department of Vision Media.

II. The vice-president of the Finance and Administrationdepartment reports that her laptop keeps rebooting. She hasan important report to complete for the Chief ExecutiveOfficer.

III. The president of Vision TV is unable to stream high-definitionvideo from a regional office. He requires the regional office\\'sWAN connection to be upgraded to a 14.4 M/bit wirelessmobile network.

IV. A IT staff member is alerted to the failure of systems providedby Human Resources to all other departments and subcompaniesto manage payments and leave for Vision Mediaemployees (and those employed by organizations fully ownedby Vision Media)

Which of the following responses provides the correct assignment ofimpact to the above incidents?

A. High Impact

II. Medium Impact

III. Not an incident, should be a Request for Change

IV. Major Incident

B. High Impact

II. Low Impact

III. Not an incident, should be a Request for Change

IV. Major Incident

C. Major Incident

II. Medium Impact

III. High Impact

IV. Major Incident

D. High Impact

II. Low Impact

III. Medium Impact

IV. Major Incident

Correct Answer: B

QUESTION 5

Which ITIL process ensures that the IT Services are restored as soonas possible in the case of a malfunction?

A. Change Management

B. Incident Management

C. Problem Management

D. Service Level Management

Correct Answer: B

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