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QUESTION 1

What is the focus of the customer organization layer?

A. delivery

B. integration

C. operation

D. strategy

Correct Answer: D

QUESTION 2

A service provider wants to deploy a change that will affect the end-to-end service. Who is responsible for confirming that the change has been evaluated for risk?

A. change management forum

B. integrated change advisory board

C. service owner

D. service provider

Correct Answer: B

QUESTION 3

What driver is related to service satisfaction?

A. a corporate governance requirement, for instance a new act

B. prevention of duplication of resources and activities across multiple service providers

C. the reduction of Shadow IT

D. the pace with which changes are made to meet business requirements

Correct Answer: D

QUESTION 4

When an incident occurs, what approach should a service provider adopt in order to overcome the challenges of cross-functional teams?

A. argue first, fix later

B. fix first, argue later

C. Ishikawa approach

D. Root-cause analysis

Correct Answer: B

QUESTION 5

What generally results from a lack of trust between the customer organization and the service integrator?

A. customer organization access to data may be reduced

B. duplication of roles and activities and micro-management

C. reduction in the successful deployment of service patches and releases

D. SIAM transition measures of success are not understood

Correct Answer: B

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