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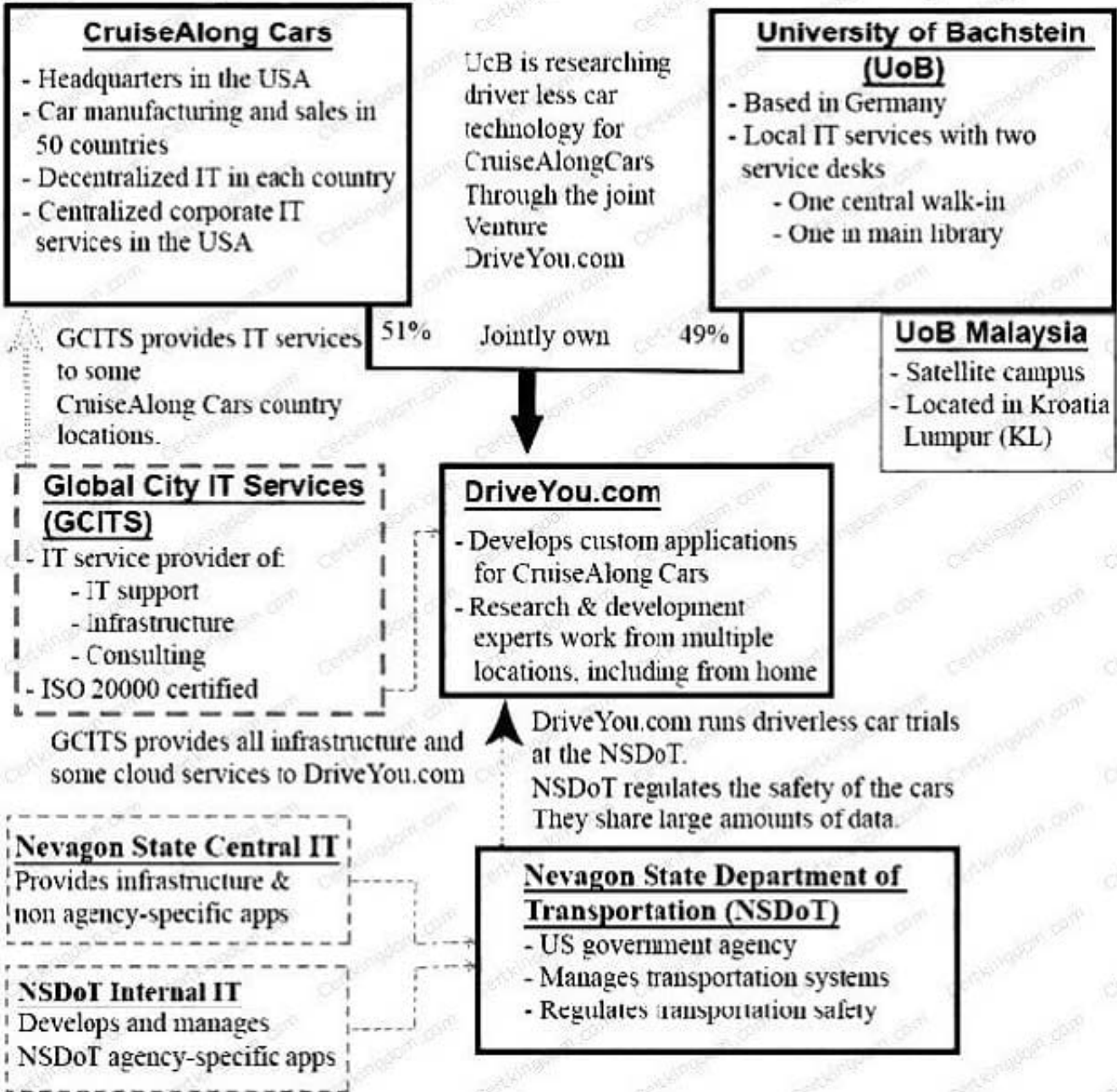


QUESTION 1

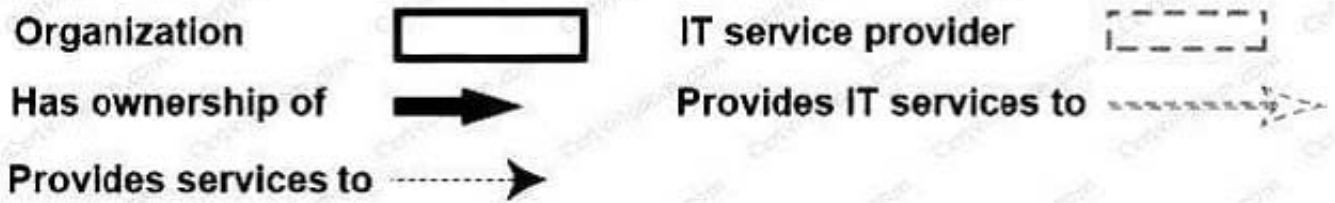
See the scenario for additional informational.

Scenario:

(Note: The companies and people within the scenario are fictional)



Legend



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Stakeholder Name	Communications Approach	Key Interests and Issues	Current Status	Desired Support
Australian and Japanese researchers	Monitor	Making their data readily available for use by UoB	Neutral	Neutral
DriveYou.com CIO	Critical	Project sponsor /	Advocate	Advocate
DriveYou.com technical team members		support the new solution	Neutral	Supporter

- A. Communications Approach: Critical Why: They are accountable for the project budget to build and support the new solution
- B. Communications Approach: Significant Why: The data being shared on the new platform is critical to the technical team role
- C. Communications Approach: Critical Why: Technical teams are the only people with the necessary skills to manage the new platform
- D. Communications Approach: Significant Why: Continued support is required for the planning process and then support of the solution.

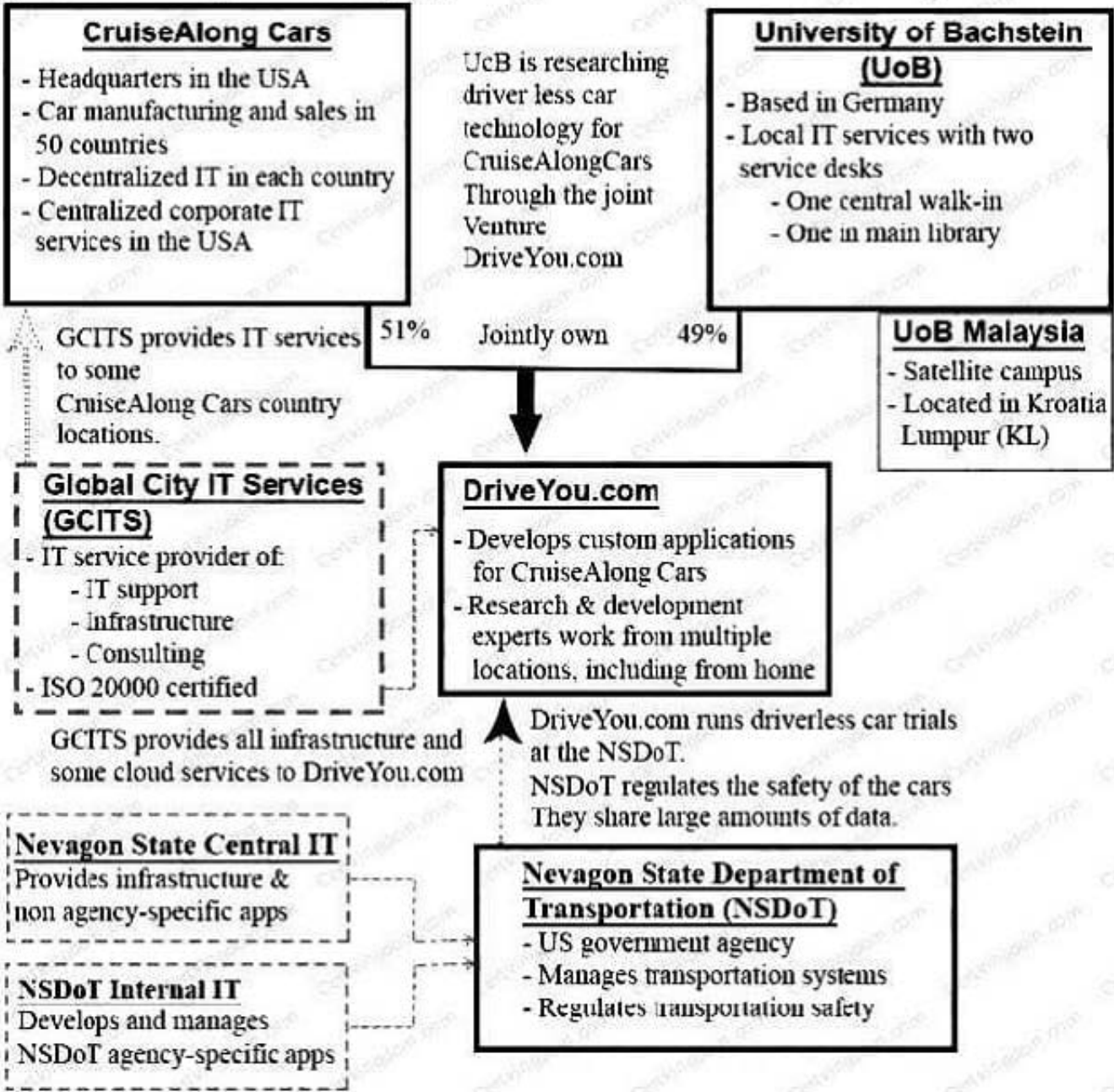
Correct Answer: D

QUESTION 2

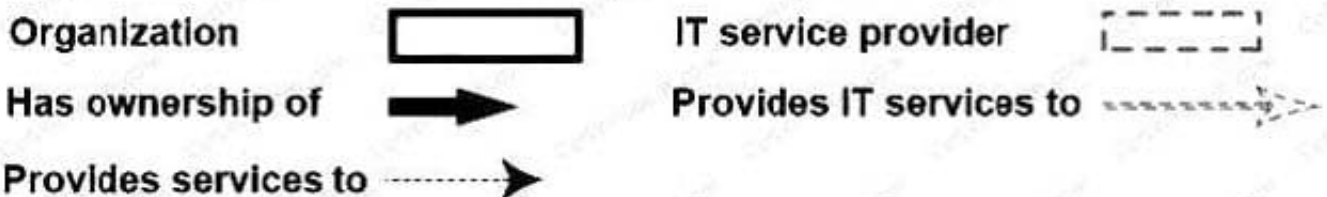
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Which is an example of a CSF for the 'customer' quadrant of the balanced scorecard?

- A. Customer satisfaction with operational services.
- B. Ability to respond rapidly to customer demand for change.
- C. Stability and availability of services delivered to customers.
- D. Ability to resolve customer incidents quickly and effectively.

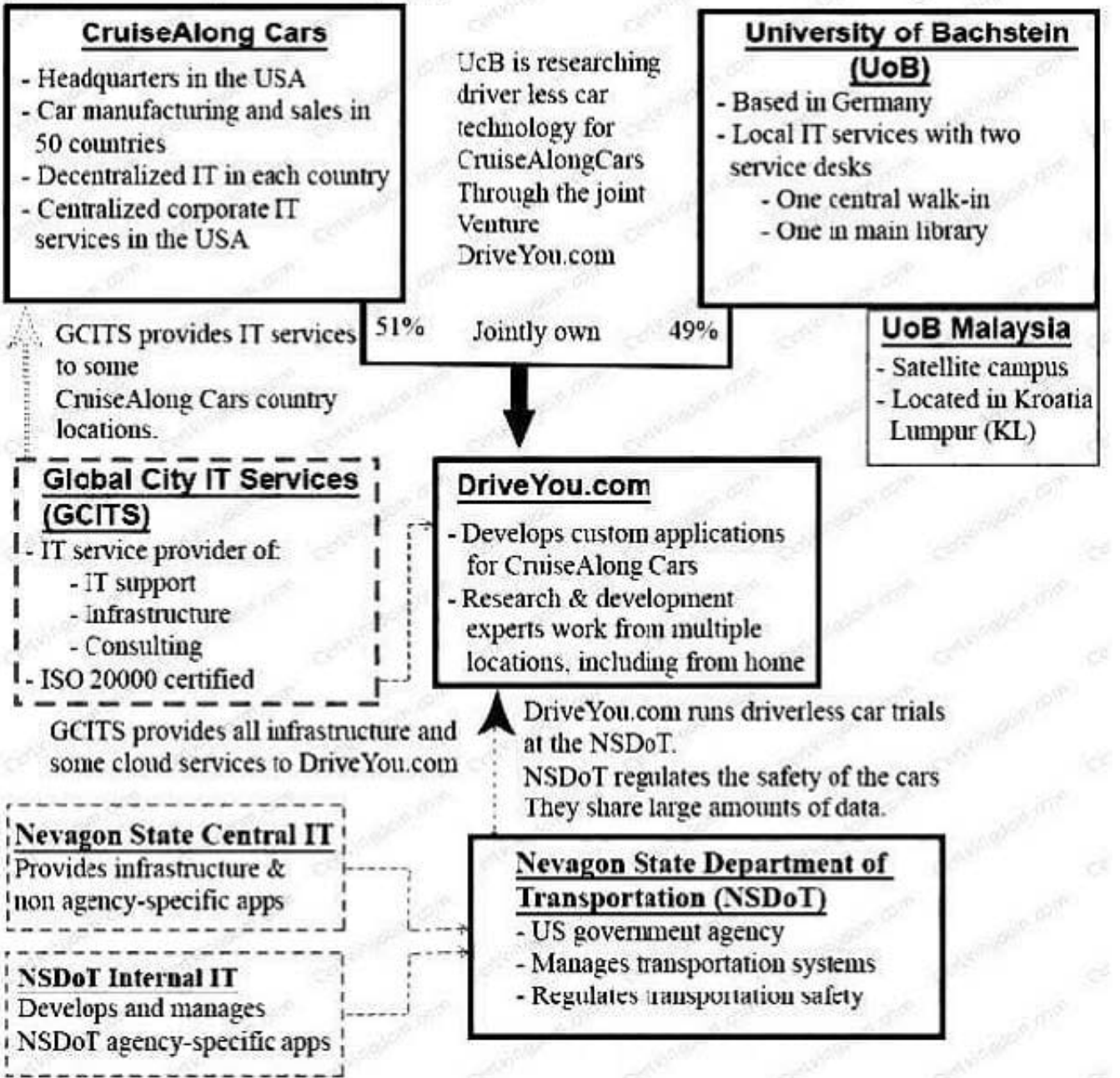
Correct Answer: C

QUESTION 3

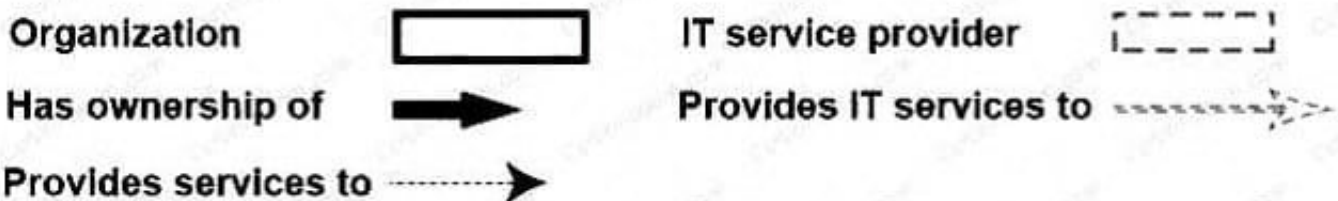
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How could the project manager ensure that `verbal handshaking` is addressed?

- A. By ensuring that action points and next steps are clarified and agreed during the session.
- B. By organizing face-to-face meetings in advance to build rapport and personal contact.
- C. By requesting that all parties listen closely to discussions and do not speak over each other.
- D. By creating a digital recording to ensure that all the discussions are captured and can be reviewed.

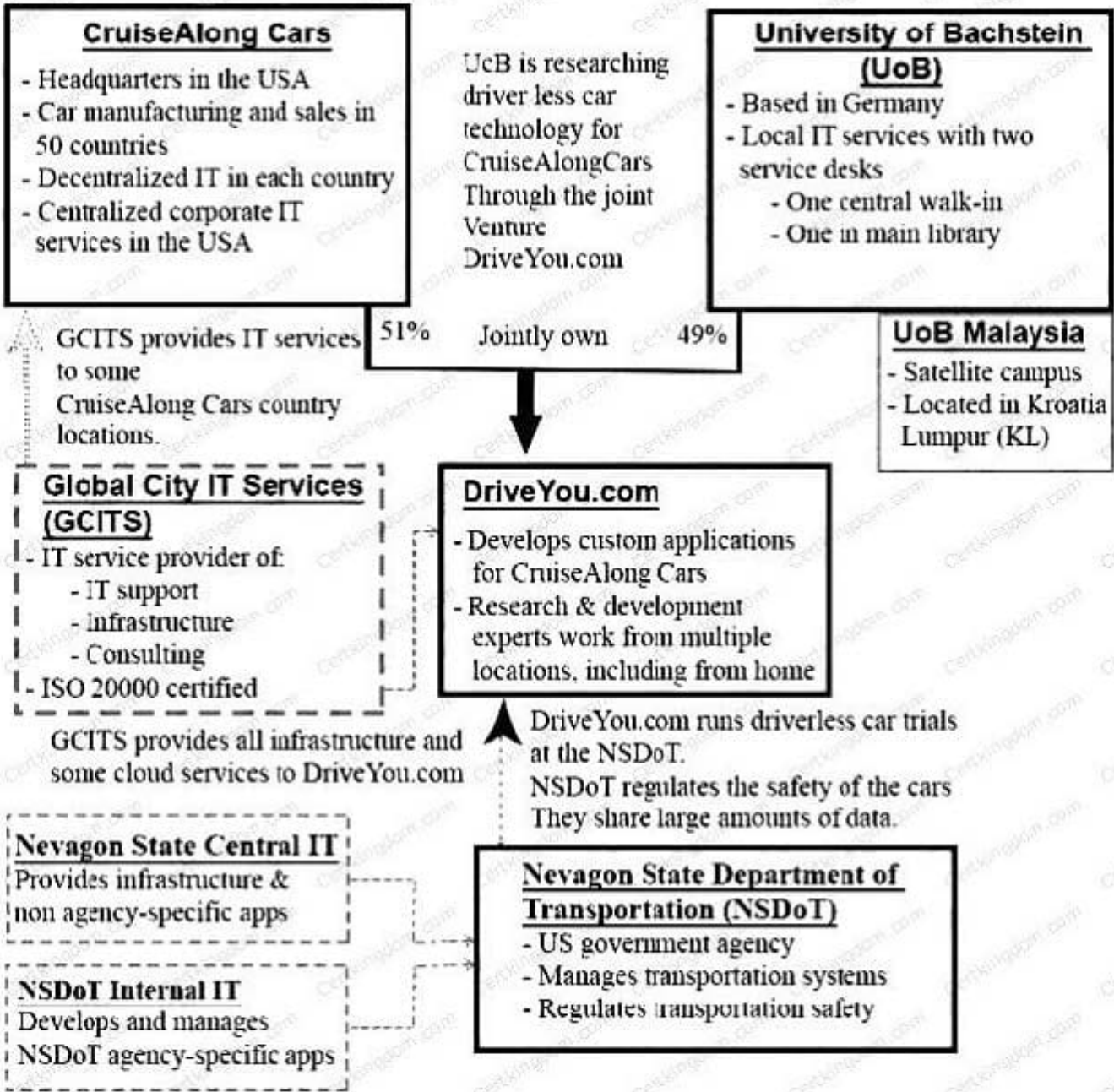
Correct Answer: A

QUESTION 4

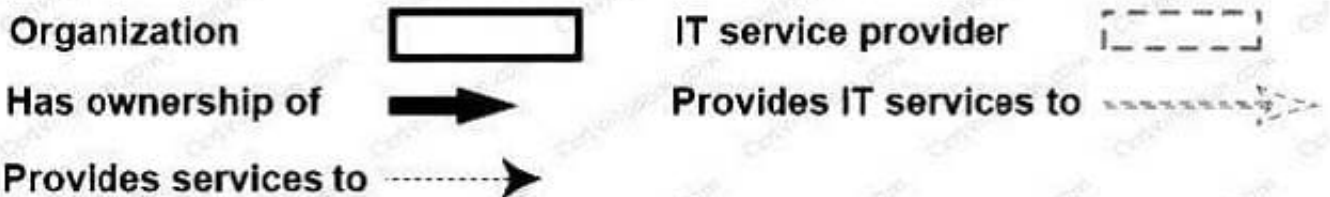
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	Metric
1	Average number of incidents resolved per agent per day
2	% of time that mobile users can send and receive emails
3	% availability of mobile access servers
4	Average cost of resolving incidents
5	Mean time between failure of mobile devices
6	Length of time to provide senior executives with new mobile device

Which set of metrics provides a suitable balance?

- A. 1, 3 and 4.
- B. 1, 5 and 6.
- C. 2, 3 and 5
- D. 2, 4 and 6

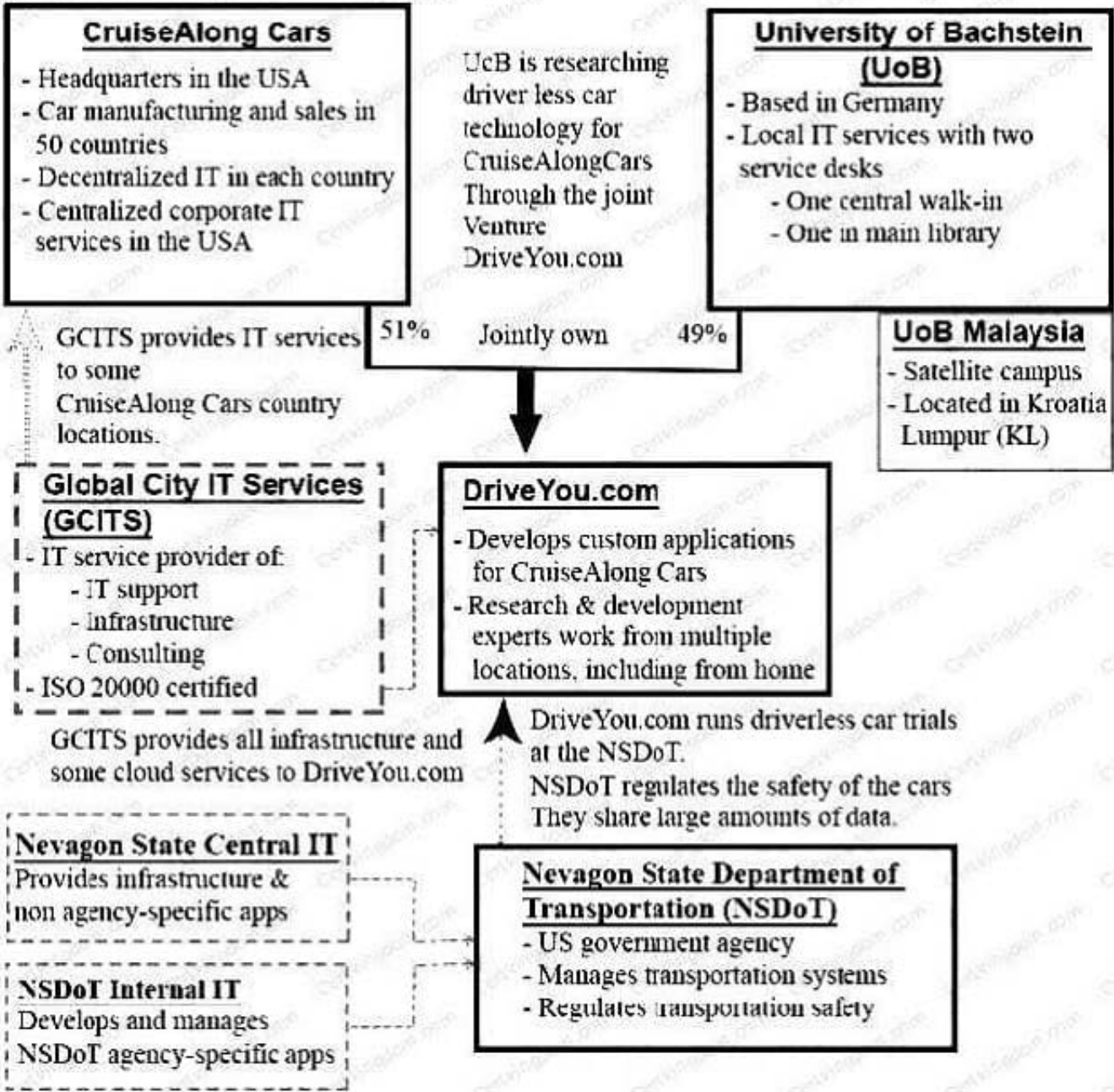
Correct Answer: C

QUESTION 5

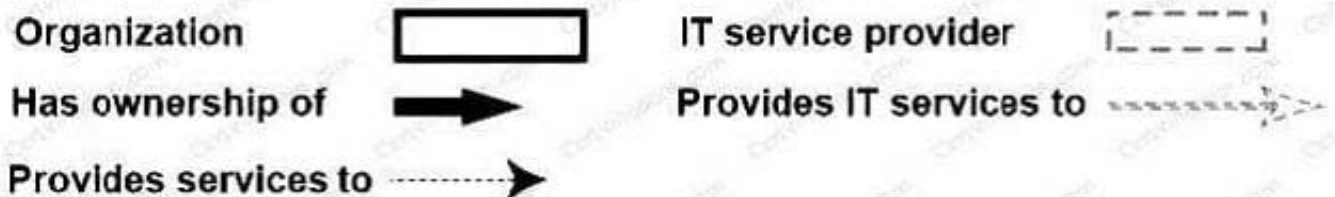
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Which is the BEST way for a new BRM at the UoB to understand their customers`s needs?

- A. Run a workshop to define the structure and value of IT services.
- B. Visit each customer in their normal place of work to see what they do.
- C. Issue a detailed questionnaire to all customers to discover their expectations.
- D. Establish current performance levels and match the new service to them.

Correct Answer: D

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