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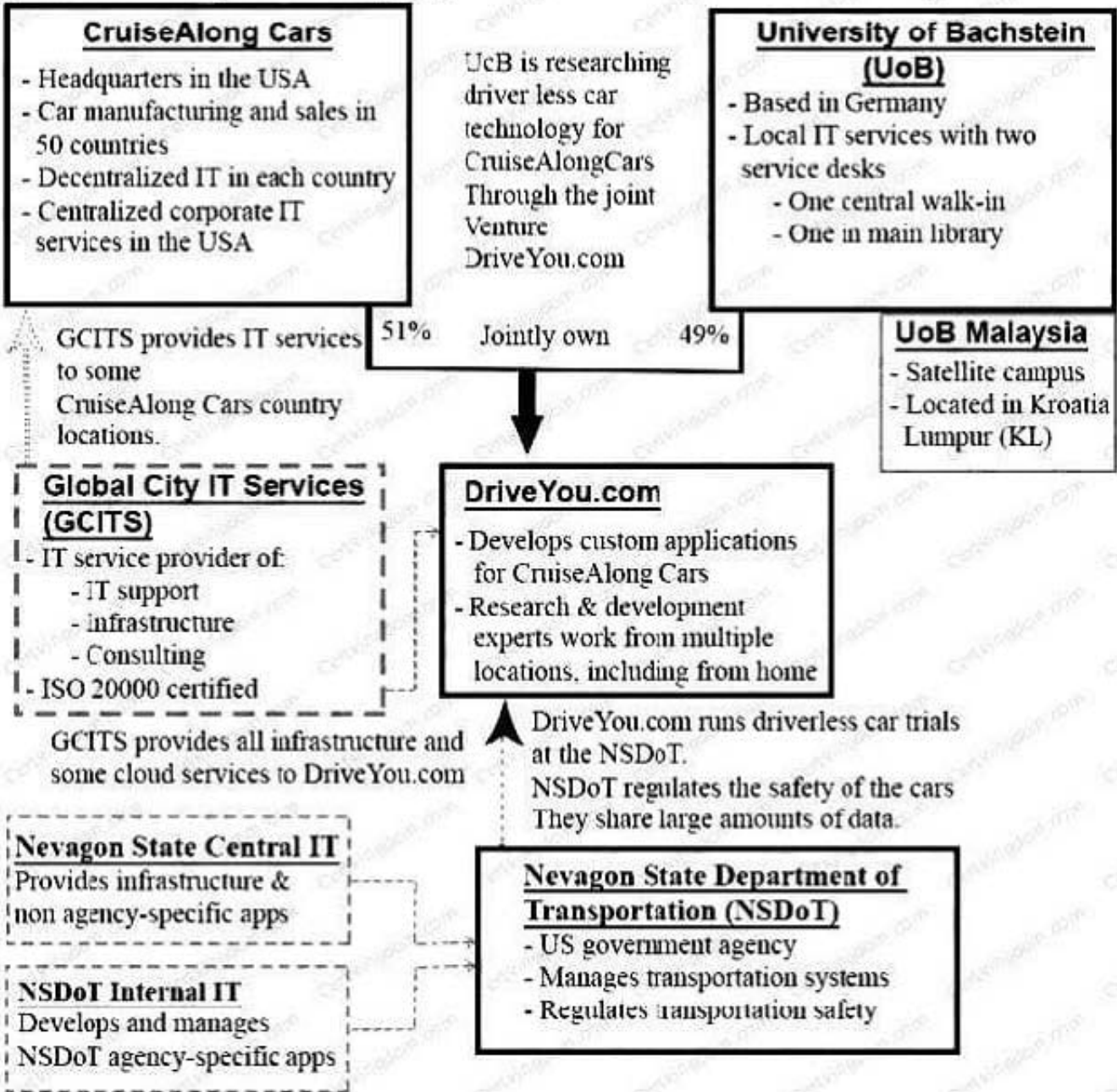


QUESTION 1

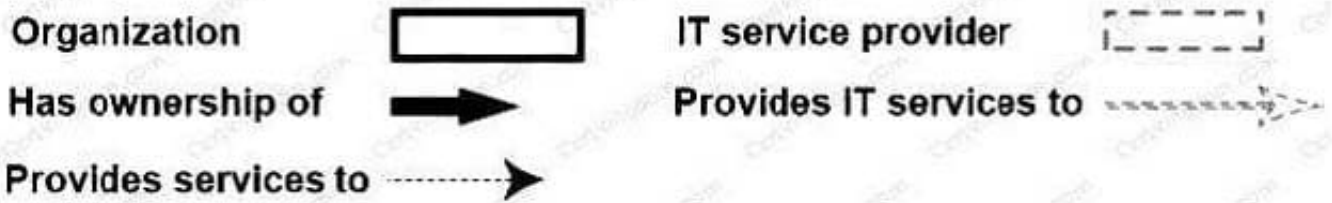
See the scenario for additional informational.

Scenario:

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



Legend



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Which OCM activity will BEST help Optimolv to overcome any staff resistance, and comply with ISO/IEC 20000 within six months?

A. Create a sense of urgency for the change.

- B. Demonstrate enough value to business.
- C. Make compliance the top corporate priority.
- D. Maintain a focus on continual improvement.

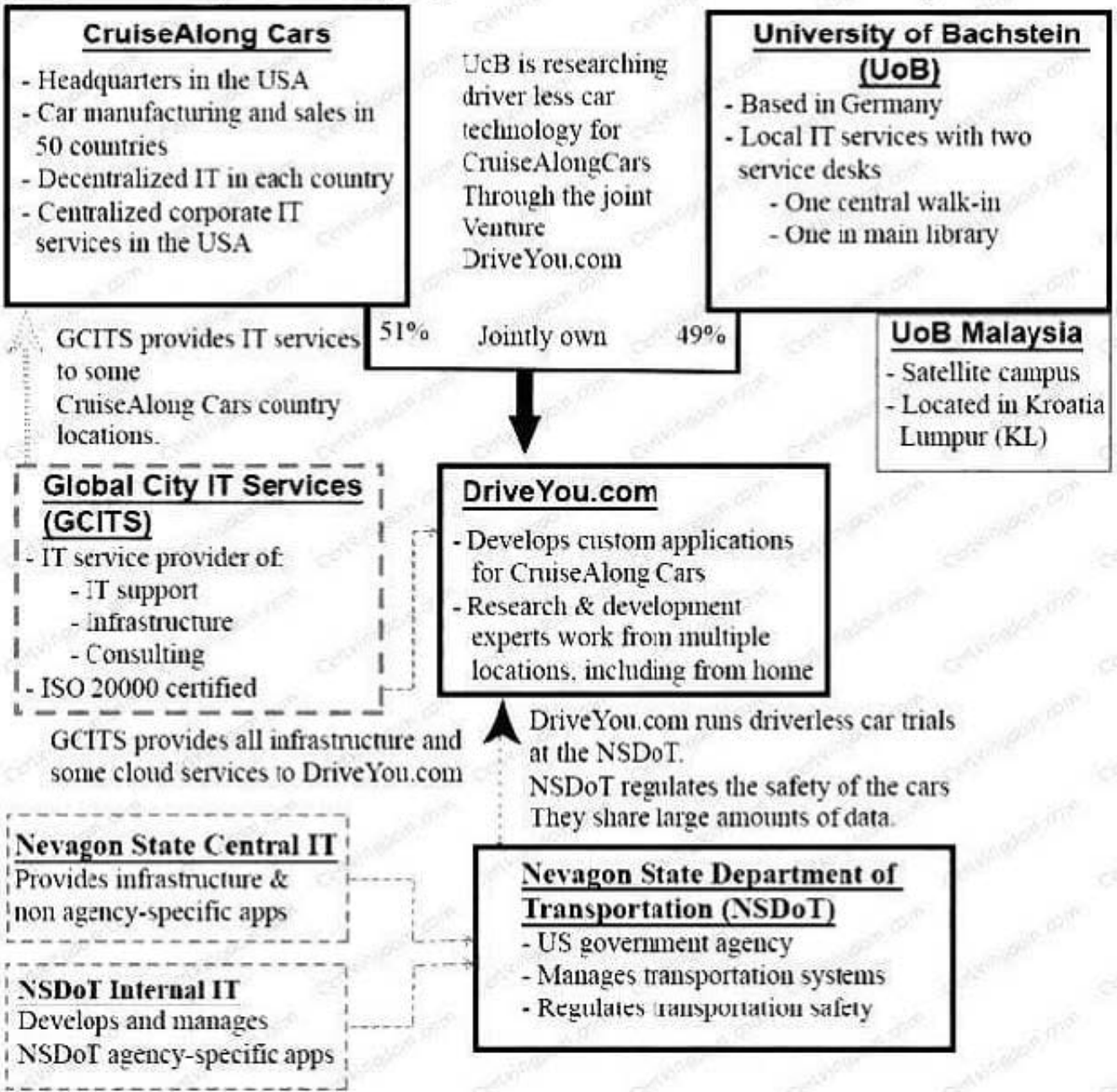
Correct Answer: C

QUESTION 2

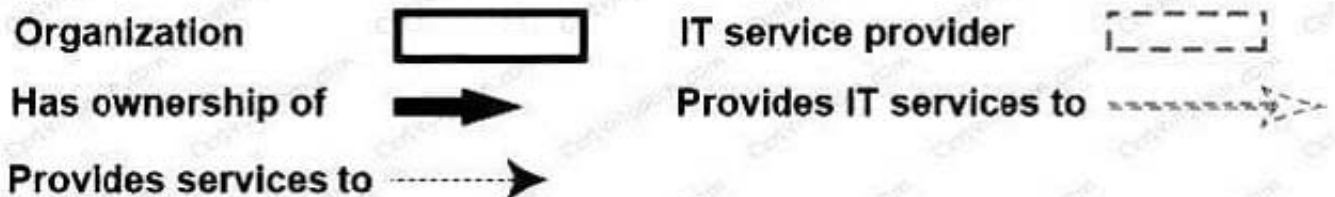
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Which KPI is the MOST appropriate?

- A. Customer satisfaction with mobile services is higher than 90%.
- B. Network availability for mobile services is maintained at 99.6%.
- C. Incident turnaround time for mobile services is improved by 15%.
- D. Cost per incident for mobile services is within 2% of target

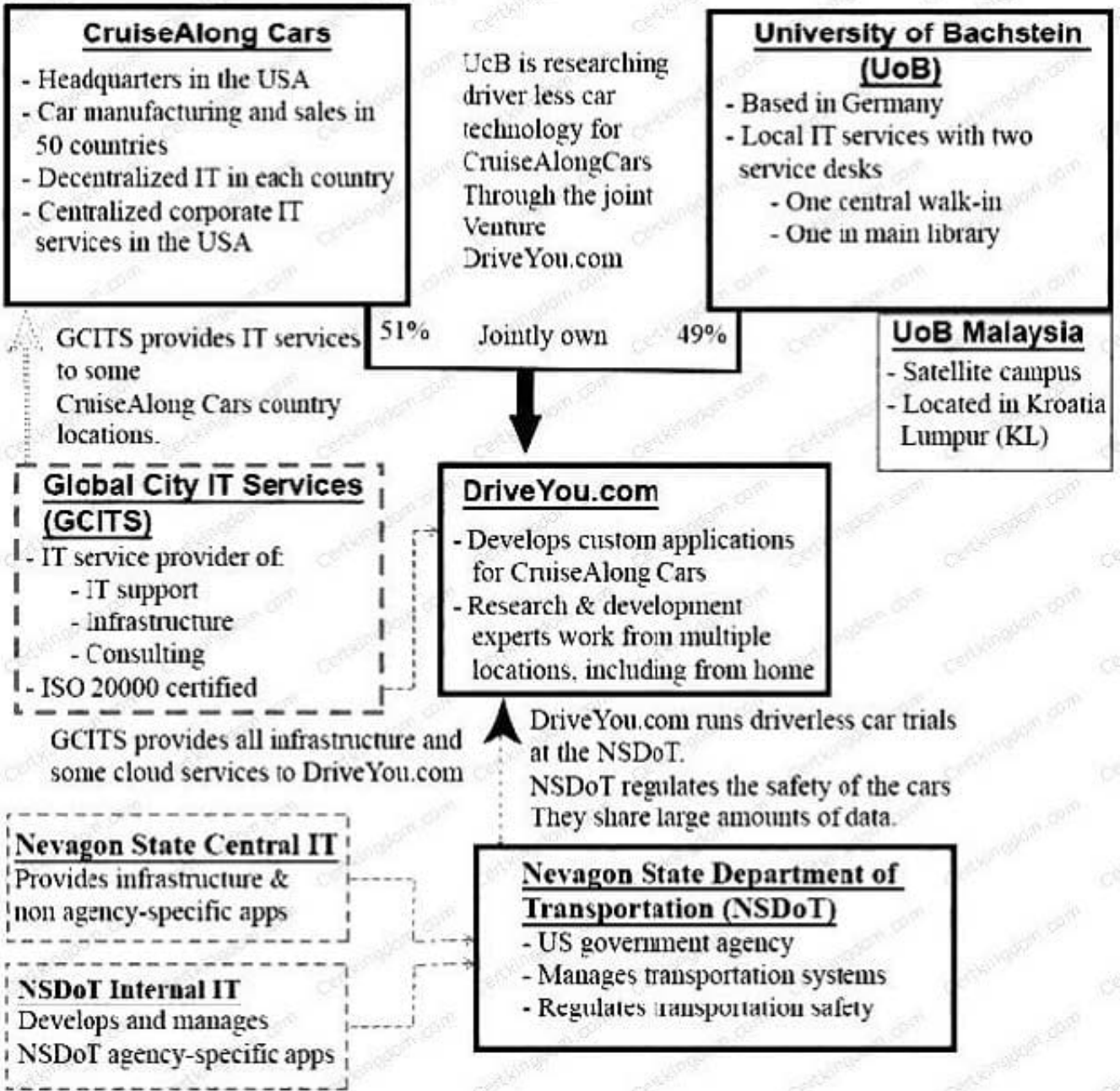
Correct Answer: A

QUESTION 3

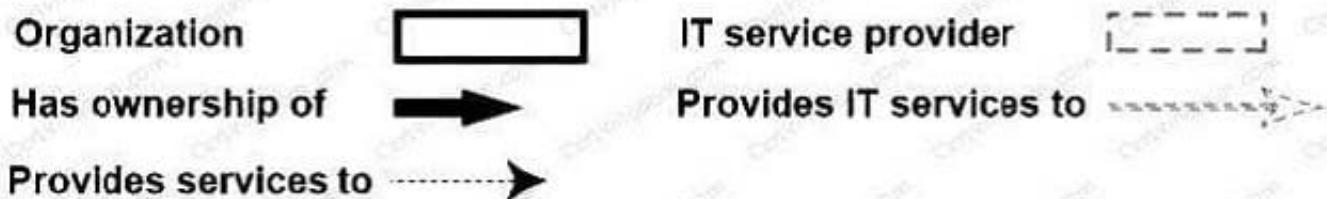
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	Metric
1	Average number of incidents resolved per agent per day
2	% of time that mobile users can send and receive emails
3	% availability of mobile access servers
4	Average cost of resolving incidents
5	Mean time between failure of mobile devices
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

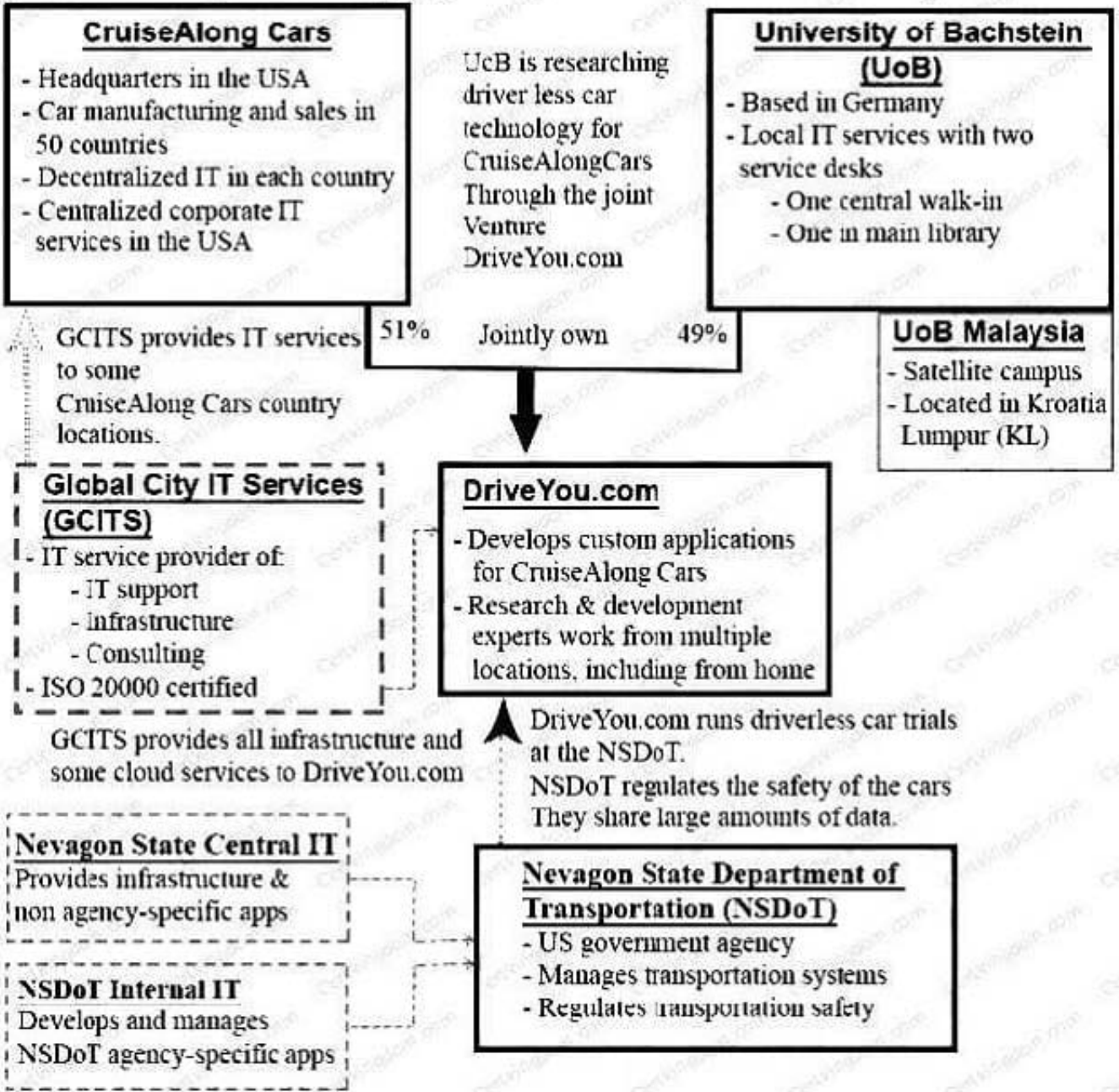
Correct Answer: C

QUESTION 4

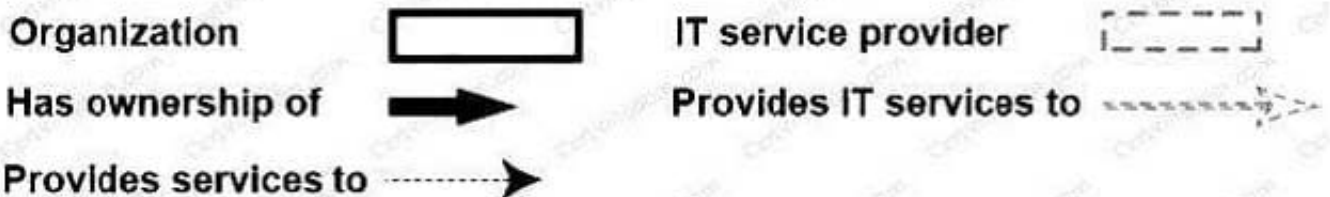
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When would it be MOST appropriate to use a stakeholder analysis worksheet during the improvement initiative within Optimsolv?

- A. During planning, to identify the key people who need to be influenced within Optimsolv.
- B. During process design, to prioritize stakeholders within GCITS.
- C. During implementation, to understand the primary motivation for change at Optimsolv
- D. During testing, to measure the risk to achieving the ISO/IEC 20000 accreditation.

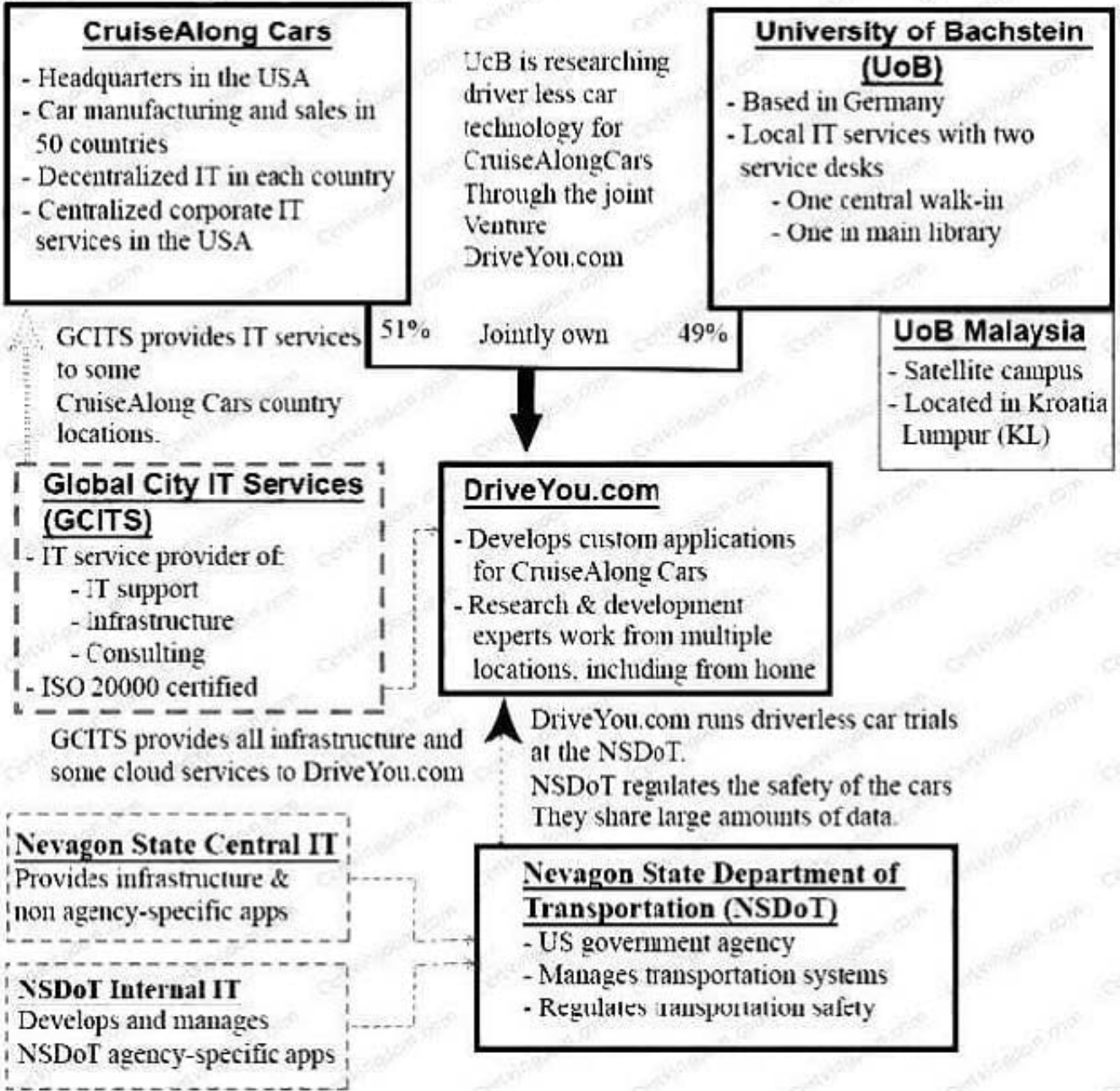
Correct Answer: A

QUESTION 5

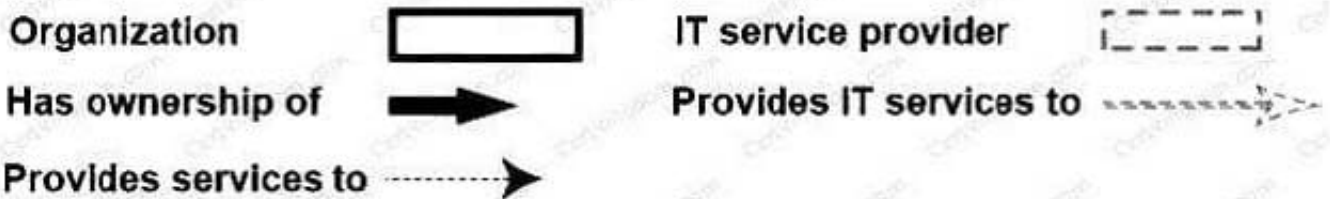
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- A. `Timing and frequency matter` because `where are we now?` requires that messages to all stakeholders are kept simple.
- B. `There is no single correct method of communication because `how do we get there?` requires coordination from a diverse range of stakeholders.
- C. `Timing and frequency matter` because `what is the vision?` will need regular reinforcement to ensure the execution of the project is a success.
- D. `There is no single correct method of communication` because `where do we want to be?` is different for every stakehold

Correct Answer: B

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