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QUESTION 1

The service desk for a particular SIAM ecosystem is provided by an internal service provider. Who is responsible for managing the performance of the service desk against their service targets?

- A. customer organization
- B. internal service provider
- C. retained capabilities
- D. service integrator

Correct Answer: D

QUESTION 2

What is a disadvantage of the hybrid service integrator structure?

- A. The customer can inadvertently develop a long term dependency on the service integration partner.
- B. The customer can revert to an internally sourced solution if the service integration partner fails to live up to expectations.
- C. The high level of dependency on the service integrator adds risks to continuity.
- D. The service integrator might be perceived to be biased, even if this is not the case.

Correct Answer: C

QUESTION 3

What is an example of an end-to-end service measurement?

- A. average availability of an application
- B. average call pickup time at the service desk (in seconds)
- C. percentage of service downtime related to failed changes
- D. percentage of SLA targets met by one of the external service providers

Correct Answer: C

QUESTION 4

Which practice provides a way to structure data and information from service measurement, to support the practice for enabling and reporting on end-to-end services?

- A. apply agile thinking
- B. create a reporting framework
- C. use qualitative and quantitative measures

Correct Answer: B

QUESTION 5

What is the earliest stage of the SIAM roadmap in which gaps between process activities need to be identified and addressed?

- A. Discovery and Strategy
- B. Implement
- C. Plan and Build
- D. Run and Improve

Correct Answer: C

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