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Exam : **ITILSC-OSA**

Title : ITIL Service Capability
Operational Support and
Analysis

Version : Demo

1. Scenario

Vericom is a leading provider of government, business and consumer telecommunication services, and is currently seeking ways in which to improve its utilization of IT services to drive growth across its' multiple lines of business.

One of the largest organizations in the United Kingdom, Vericom is comprised of the following business units:

- . Verinet (providing ADSL, cable, 3GSM, dialup and satellite services)
- . Infrastructure Services (planning, installing and maintaining the PSTN and mobile network infrastructure)
- . VericomTV (Pay TV)
- . Consumer Sales and Marketing (including 400 Vericom retail outlets)
- . Business and Government
- . Finance and Administration
- . Information Technology Services (Shared Service Unit, however some business units also have their own internal service provider)
- . Human Resources
- . Vericom Wholesale (for wholesale of Vericom infrastructure services)

Due to the extensive scope of infrastructure deployed and large employee and customer base, Vencom continues to rely on legacy systems for some critical IT services: however this is seen as a bamer to future organizational growth and scalability of services offered. The CIO of Vericom has also raised the concern that while improvements to the technology utilized is important, this also needs to be supported by quality IT Service Management practices employed by the various IT departments.

The project of improving the IT Service Management practices employed by Vericom has been outsourced to external consultants who are aware of the major IT refresh that is going to be occurring over the next 24 months.

Refer to the scenario.

The Verinet business unit which provides internet services is currently facing increased competition from other Internet Service Providers seeking to entice Verinet customers away with offerings such as free VOIP (voice over internet protocol) and Naked DSL (unconditioned local loop). To combat this, Verinet wishes to develop a new marketing campaign highlighting the high quality and availability of services offered.

Before this occurs, the Service Manager within Verinet (who has previously implemented ITIL in other organizations) had recommended implementing Event Management to assist in the continued ability for providing high quality, highly available internet services to the UK population. She has been faced by some resistance, who believe that it is not required as Capacity, Availability, Incident and Problem Management have already been implemented.

Which of the following would be the BEST response to the Veritnet directors in describing the benefits of introducing Event Management to Verinet?

A. The implementation of Event Management to complement existing ITIL processes within Verinet will have a number of significant benefits. The value to the business of implementing the process is directly seen by the following benefits: Improved speed for Incident and Problem Management for identifying and analyzing the cause and potential effect Improved ratio of used licenses against paid for licenses Percentage re-use and redistribution of under-utilized assets and resources Improved alignment between provided maintenance and business support Improvement in maintenance scheduling and management for CIs

B. The implementation of Event Management to complement existing ITIL processes within Verinet will have a number of significant benefits. The value to the business of implementing the process is generally indirect, but would support an enhanced ability to provide high quality and high availability internet services by: Providing mechanisms for the early detection of incidents and problems before they impact customers Notify the appropriate staff of status changes or exceptions that so that they can respond quickly Providing a basis for automated operations, increasing efficiency and allowing human resources within Verinet to be better utilized Providing improved visibility as to the events and interactions that occur within the IT infrastructure Providing performance and utilization information and trends that can be used for improved capacity planning and system design

C. The implementation of Event Management to complement existing ITIL processes within Verinet will have a number of significant benefits. The value to the business of implementing the process is generally indirect, but would support an enhanced ability to provide high quality and high availability internet services by: Providing mechanisms for the early detection of incidents and problems before they impact customers Developing capabilities for the monitoring of critical components of the IT infrastructure for disruptions or breach of utilization thresholds Automating the notification of key staff when exception events occur Providing improved visibility as to the events and interactions that occur within the IT infrastructure Reducing the time requirements of manual activities performed by IT staff as part of preventative maintenance.

D. The implementation of Event Management to complement existing ITIL processes within Verinet will have a number of significant benefits. The value to the business of implementing the process is directly seen by the following benefits: Reduced SLA breaches
Reduced times required for diagnosis and root-cause analysis of problems Reducing ratio of high priority incidents Reduced Mean Time to Restore (MTTR) for incidents Improved availability levels Improved delivery of capacity and performance, with fewer capacity related incidents.

Answer: B

2. Scenario

Vericom is a leading provider of government, business and consumer telecommunication services, and is currently seeking ways in which to improve its utilization of IT services to drive growth across its' multiple lines of business.

One of the largest organizations in the United Kingdom, Vericom is comprised of the following business units:

- . Verinet (providing ADSL, cable, 3GSM, dialup and satellite services)
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Refer to the scenario.

Discussions have recently been held regarding the performance of the Incident and Problem Management. There has been some confusion among IT managers as to what metrics demonstrate the quality and performance of these two processes.

From the options below, which represents the best range of measures for evaluating the success of Incident and Problem Management?

A)

<i>Incident Management</i>	<i>Problem Management</i>
<ul style="list-style-type: none"> • Percentage of incidents resolved at first contact • The number of incidents recorded due to event correlation • Number and percentage of incidents grouped by category • Number of incidents incorrectly categorized • Improved availability of services • Customer satisfaction • Number of incidents requiring a reset of access rights • Average time second line groups to respond • Percentage of calls that bypass first line (Service Desk) 	<ul style="list-style-type: none"> • The number of problems grouped by status • Improved delivery of capacity and performance, with fewer capacity related incidents • The number of RFCs created by Problem Management • The percentage of incidents resolved at first contact • The average time to resolve incidents • The average time to close problems • Improved availability levels • Improved detection of system events

B)

<i>Incident Management</i>	<i>Problem Management</i>
<ul style="list-style-type: none"> • Percentage of incidents resolved at first contact • The number of incidents recorded due to event correlation • Number and percentage of incidents grouped by category • Number of incidents incorrectly categorized • Customer satisfaction • Number of incidents requiring a reset of access rights • Average time second line groups to respond • Percentage of calls that bypass first line (Service Desk) • Resources used for managing incidents (grouped by priority) 	<ul style="list-style-type: none"> • The number of problems grouped by status • Improved availability levels • The number of RFCs created by Problem Management • The percentage of incidents resolved at first contact • The average time to perform root cause analysis of problems • The average time to resolve incidents • The average time to close problems • Reduced SLA breaches

C)

<i>Incident Management</i>	<i>Problem Management</i>
<ul style="list-style-type: none"> • The number of problems grouped by status • The number of RFCs created by Problem Management • The number of workarounds developed for Known Errors and incidents • The percentage of incidents resolved at first contact • The average time to resolve incidents • The average time to close problems • Customer satisfaction levels • Average costs for solving problems • Number and percentage of problems that were resolved within SLA limits • The number of major problem reviews conducted 	<ul style="list-style-type: none"> • Percentage of incidents resolved at first contact • Average call time with no escalation • Percentage of incidents resolved within agreed timeframes • Average time to resolve incidents • Number and percentage of incidents grouped by category • Percentage of incidents incorrectly categorized • Number of incidents linked to existing problem records • Customer satisfaction • Average time second line groups to respond • Percentage of calls that bypass first line (Service Desk) • Cost per incident • Resources used for managing incidents (grouped by priority)

D)

<i>Incident Management</i>	<i>Problem Management</i>
<ul style="list-style-type: none"> • Percentage of incidents resolved at first contact • Average call time with no escalation • Percentage of incidents resolved within agreed timeframes • Average time to resolve incidents • Number and percentage of incidents grouped by category • Percentage of incidents incorrectly categorized • Number of incidents linked to existing problem records • Customer satisfaction • Average time second line groups to respond • Percentage of calls that bypass first line (Service Desk) • Cost per incident • Resources used for managing incidents (grouped by priority) 	<ul style="list-style-type: none"> • The number of problems grouped by status • The number of RFCs created by Problem Management • The number of workarounds developed for Known Errors and incidents • The percentage of incidents resolved at first contact • The average time to resolve incidents • The average time to close problems • Customer satisfaction levels • Average costs for solving problems • Number and percentage of problems that were resolved within SLA limits • The number of major problem reviews conducted

- A. Option A
- B. Option B
- C. Option C
- D. Option D

Answer: D

3.The success of Service Operation phase is based on some important Critical Success Factors. From the options below, which would be the most important for Service Operation?

- A. Management support for using phase
Business support to ensure users use Service Desk as little as possible
Champions to drive process usage
Staffing and retention of Service Desk
Service management usage Suitable tools – especially Incident Management
Measurement and reporting of capacity
- B. Management support for setting up phase
Business support to ensure users call Service Desk
Champions to lead process implementation
Staffing and retention of Service Desk
Service management training Suitable tools
Measurement and reporting of usage

C. Management support for setting up SD

Business support to ensure users call Service Desk

Champions to lead Service Support

Staffing and retention of Service Desk

Service management understanding Suitable tools – especially Service Desk

Measurement and reporting

D. Management support for setting up phase

Business support to ensure users use Service Desk

Champions to lead process implementation

Staffing and retention of Service Desk

Service management training Suitable tools – especially Service Desk

Measurement and reporting

Answer: D