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QUESTION 1

A team is gathering customer feedback and measuring current service response times to understand its existing performance. Which step of the continual improvement model does this activity represent?

- A. Where are we now?
- B. Take action
- C. Where do we want to be?
- D. What is the vision?

Answer: A

Explanation:

Gathering customer feedback and measuring current service response times is assessing the current state of performance, which corresponds to determining where the organization is now in the continual improvement model.

QUESTION 2

Which guiding principle emphasizes understanding how all parts of an organization function together as an integrated system?

- A. Think and work holistically
- B. Focus on value
- C. Keep it simple and practical
- D. Progress iteratively with feedback

Answer: A

Explanation:

The guiding principle “Think and work holistically” emphasizes understanding how all parts of an organization function together as an integrated system, recognizing that services and value are created through the interaction of interconnected components rather than isolated activities.

QUESTION 3

Which of the following statements about the four dimensions of product and service management is CORRECT?

- A. Each dimension on its own is sufficient to achieve the desired outcomes
- B. All four dimensions are critical to effective and efficient facilitation of value
- C. All four dimensions apply only to product design and not to management practices
- D. All four dimensions focus mainly on the activities of the service value chain

Answer: B

Explanation:

All four dimensions are critical to the effective and efficient facilitation of value because they provide a balanced and holistic view of product and service management, ensuring that no important aspect is overlooked when creating and delivering value.

QUESTION 4

Which of the following activities BEST represents transfer of goods in a service offering?

- A. A cloud user accesses shared online storage
- B. A service provider supplies new laptops to the customer

- C. A customer receives advice from a helpdesk agent
- D. A team attends a virtual training session

Answer: B

Explanation:

Transfer of goods involves the provision of ownership of physical items from the service provider to the consumer. Supplying new laptops represents the transfer of tangible goods as part of the service offering.

QUESTION 5

Which activity focuses on securing and allocating necessary resources efficiently?

- A. Acquire
- B. Build
- C. Discover
- D. Deliver

Answer: A

Explanation:

The acquire activity focuses on securing and allocating the necessary resources, including products and services from suppliers, ensuring they are obtained efficiently to support value creation.

QUESTION 6

Which of the following terms BEST describes a change?

- A. An unplanned interruption to a service or reduction in the quality of a service
- B. The addition, modification or removal of anything that could have an effect on product and service
- C. Any component that needs to be managed in order to deliver an IT service
- D. An underlying cause of one or more incidents

Answer: B

Explanation:

A change is defined as the addition, modification, or removal of anything that could have an effect on products and services, reflecting its potential impact on how services are delivered or supported.

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