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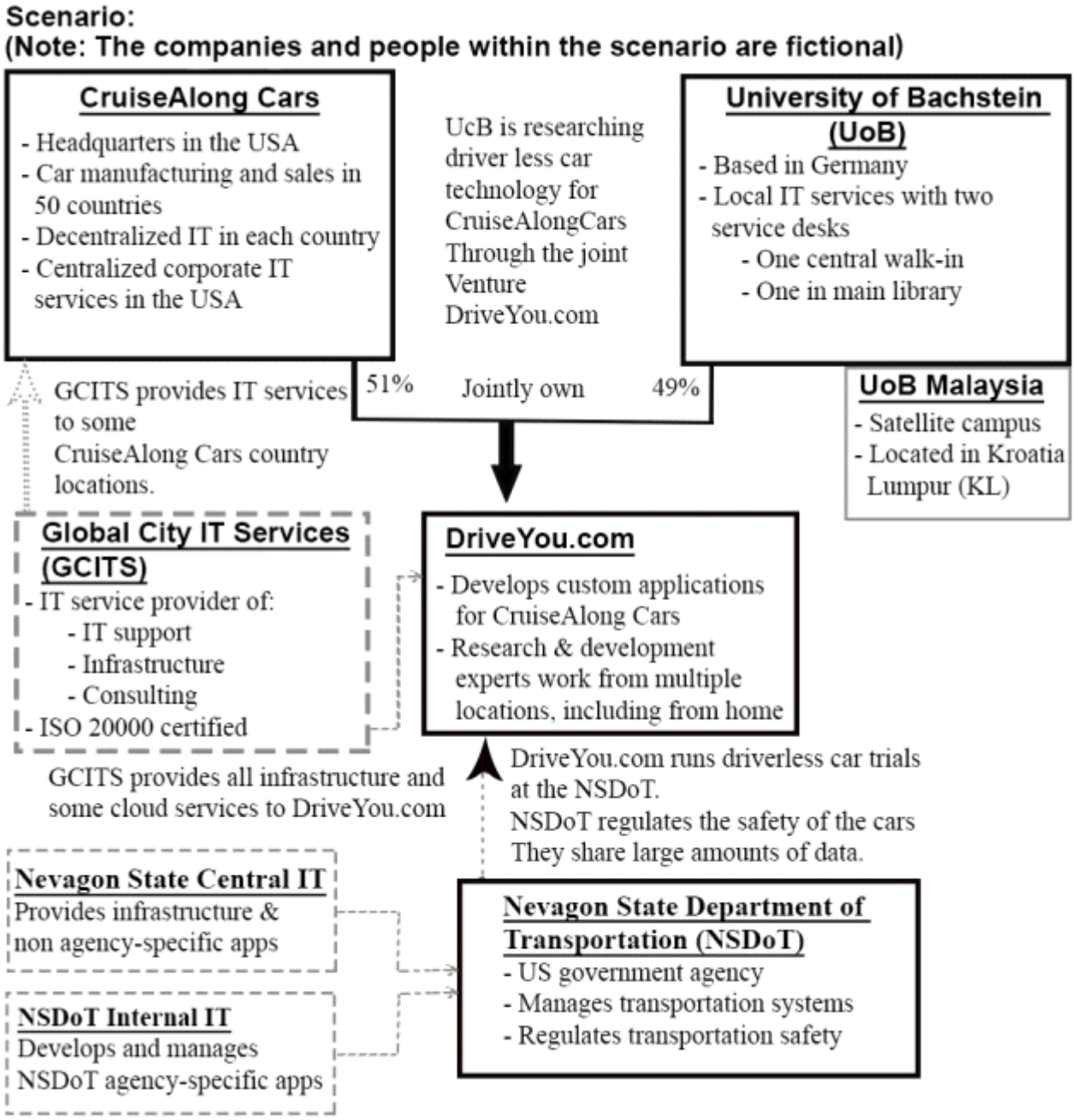
P2PExams provide a money-back guarantee if their candidates fail the ITIL Practitioner ITIL-Practitioner exam. There is a support team of P2PExams that will help the candidates to fix their problems. P2PExams daily updated **PeopleCert Exam Questions** as per the ITIL Practitioner ITIL-Practitioner exam changes. You can download and use the free demo of our ITIL Practitioner ITIL-Practitioner exam preparation material before purchase. So don't get worried start ITIL-Practitioner exam preparation and get success in the first try. Best of Luck!!

Question No. 1

See the scenario for additional informational.



CruiseAlong Cars

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Some of the issues that CruiseAlong Cars needs to address include:

Inefficiencies caused by the current IT structure

Inconsistency of IT services when employees are travelling

CruiseAlong Cars is working with a European university (the University of Bachstein) to research and develop driverless car technology. The venture operates as an independent company called DriveYou.com, and

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(UoB). DriveYou.com develops custom applications using a highly collaborative, rapid and iterative development approach. Their employees are mostly research and development experts, working from multiple locations, with a significant number working from home. Initial driverless car testing is being conducted in the

US at the Nevegon State Department of Transportation.

Infrastructure and cloud services are purchased from Global City IT Services and other providers, and these relationships are managed by a DriveYou.com supplier manager.

Some of the issues that DriveYou.com needs to address include:

Better structure and accountability around their work practices Compliance with safety and other regulatory requirements.

University of Bachstein (UoB)

The UoB is a university that is based Germany, with a satellite campus in Kuala Lumpur, Malaysia. In the past,

some IT services were funded and run centrally, and some were funded and run independently by each faculty. Centrally owned services include a 'walk-in' service desk, plus a separate service desk in the main library, run by library staff. Library services and IT are both part of the university's administrative services division. Recently, under a new CIO, there has been a drive to centralize and consolidate IT as a corporate function, although this has not been fully achieved.

The central IT department runs a variety of legacy systems, which serve students, administrators, researchers and academics. It also runs some high performance computing systems and high bandwidth networks across the main campus area.

Some of the issues that the UoB needs to address include:

Complete the centralization and consolidation of IT

Manage growth and increasing IT demand

Demonstrate value through competitive, responsive and transparent services

Global City Services (GCITS)

GCITS is a global service provider which has grown through acquisition and which offers a wide

range of services, including IT support, infrastructure and consulting. GCITS has mature and efficient IT service management processes, and holds an ISO/IEC 20000 certification.

GCITS provides the entire infrastructure and some cloud services for DriveYou.com, as well as a range of services in different countries to CruiseAlong Cars.Some of the issues that GCITS needs to address include:

Succeed in establishing a strategic partnership with CruiseAlong Cars

Nevagon State Department of Transportation (NSDoT)

NSDot is a government agency in the US state of Nevagon, where DriveYou.com is running their trials. It is

responsible for managing transportation systems and safety. DriveYou.com must work with the agency to

ensure that their trials comply with safety regulations, and the program includes bi0directional sharing of large

amounts of data.

The NSDoT's internal IT team writes and manages most of their agency-specific applications, however most

other applications and infrastructure are provided by the Nevagon State central IT department.

GCITS have a major audit coming up to verify continued compliance to the ISO/IEC 20000 standard. In

preparation for the audit, they are conducting a series of internal audits.

GCITS has grown through acquisition. The latest acquisition, Optimsolv, does not comply with ISO/IEC 20000.

Optimsolv has a number of process improvements that need to be implemented to attain compliance. GCITS

has six months to ensure that Optimsolv is compliant.

Optimsolv has made the improvements identified in the audit. The GCITS IT Manager needs to determine that

Optimsolv staff have accepted the required changes.

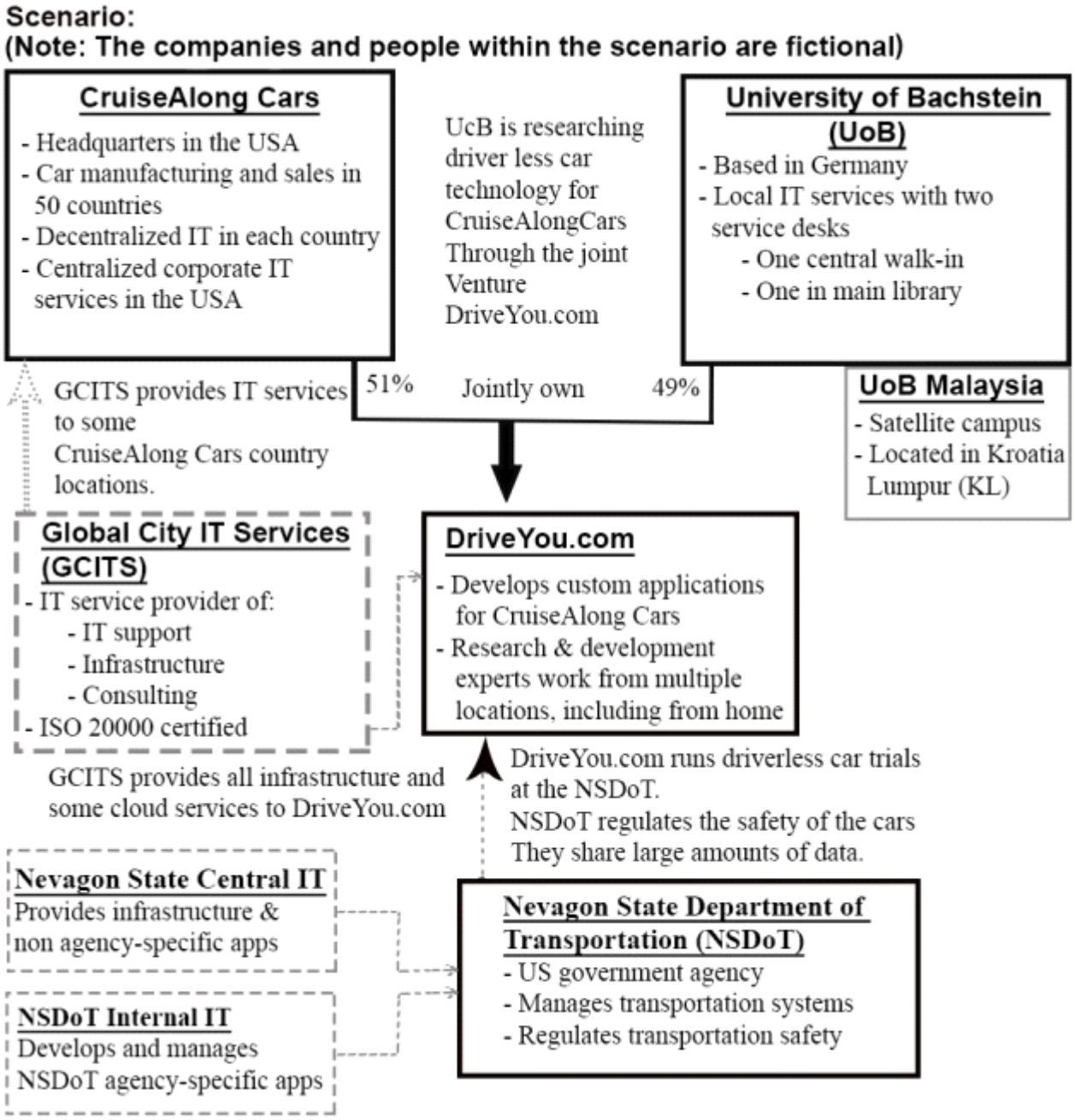
What is the BEST course of action for the GCITS IT Manager to take FIRST?

- **A.** Survey Optimsolv senior managers to gain general feedback on employee satisfaction.
- **B.** Carry out stakeholder analysis to determine which Optimsolv employees to survey.
- **C.** Directly observe impacted Optimsolv employees in their roles.
- **D.** Create a resistance management plan for Optimsolv employees.

Answer: C

Question No. 2

See the scenario for additional informational.



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Optimsolv has a number of process improvements that need to be implemented to attain compliance. GCITS

has six months to ensure that Optimsolv is compliant.

The project manager is designing a resistance management plan for Optimsolv IT staff.

Which is the BEST 'what's in it for me?' statement?

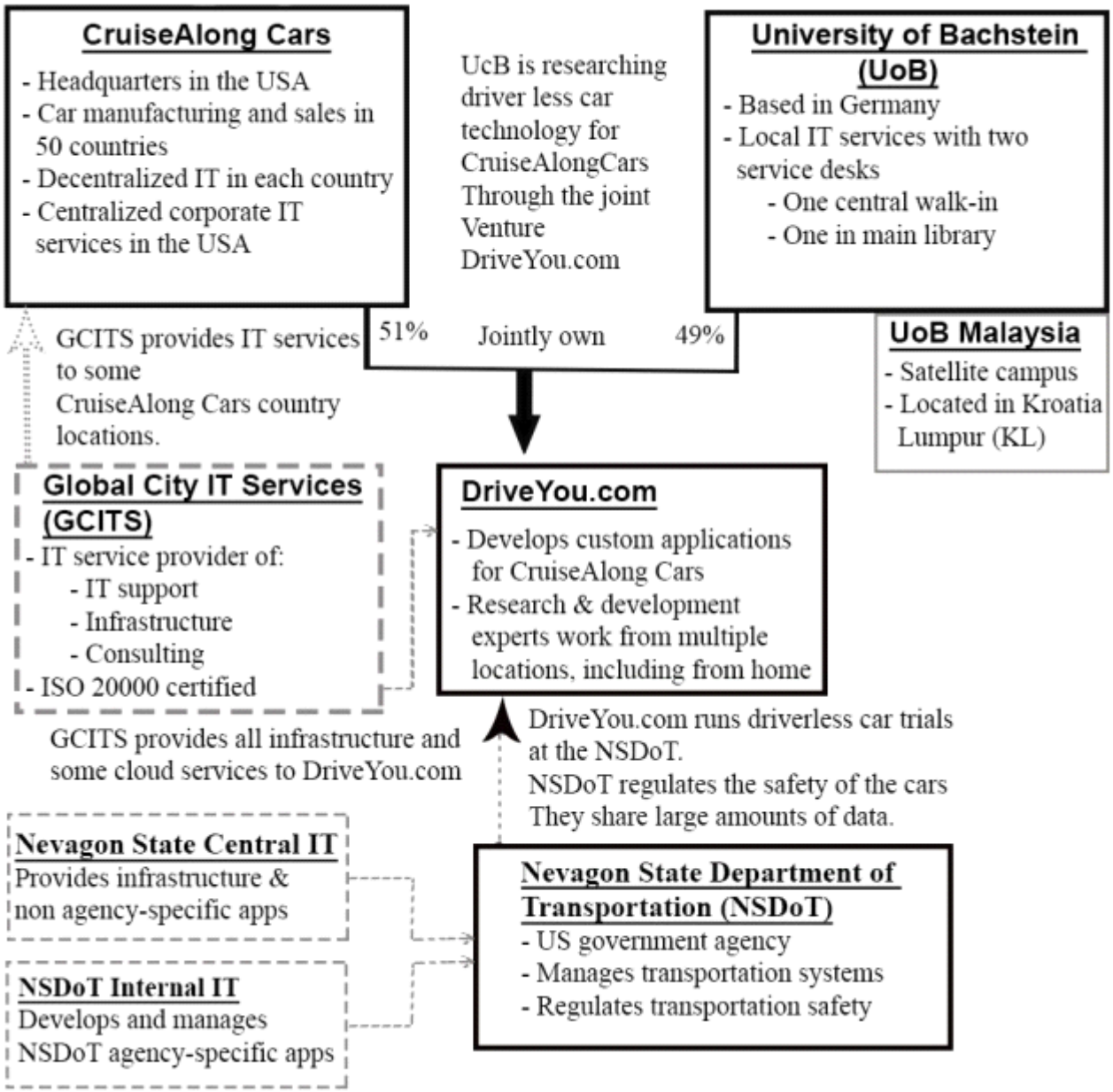
- **A.** ''I am part of an important company initiative''.
- **B.** ''I can use the opportunity to learn valuable new skills''.
- **C.** ''Optimsolv gets ISO/IEC 20000 certification''.
- **D.** ''GCITS achieves its corporate goals''.

Answer: B

Question No. 3

See the scenario for additional informational.

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



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Optimsolv has a number of process improvements that need to be implemented to attain compliance. GCITS has six months to ensure that Optimsolv is compliant.

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.

Answer: A

Question No. 4

Why is stakeholder management an important part of any improvement initiative?

- **A.** To identify the leader who will fund the change.
- **B.** To determine the level of resource allocated to the change.
- **C.** To determine risk levels presented by organizational culture.
- **D.** To identify whose support is needed for the change.

Answer: D

Question No. 5

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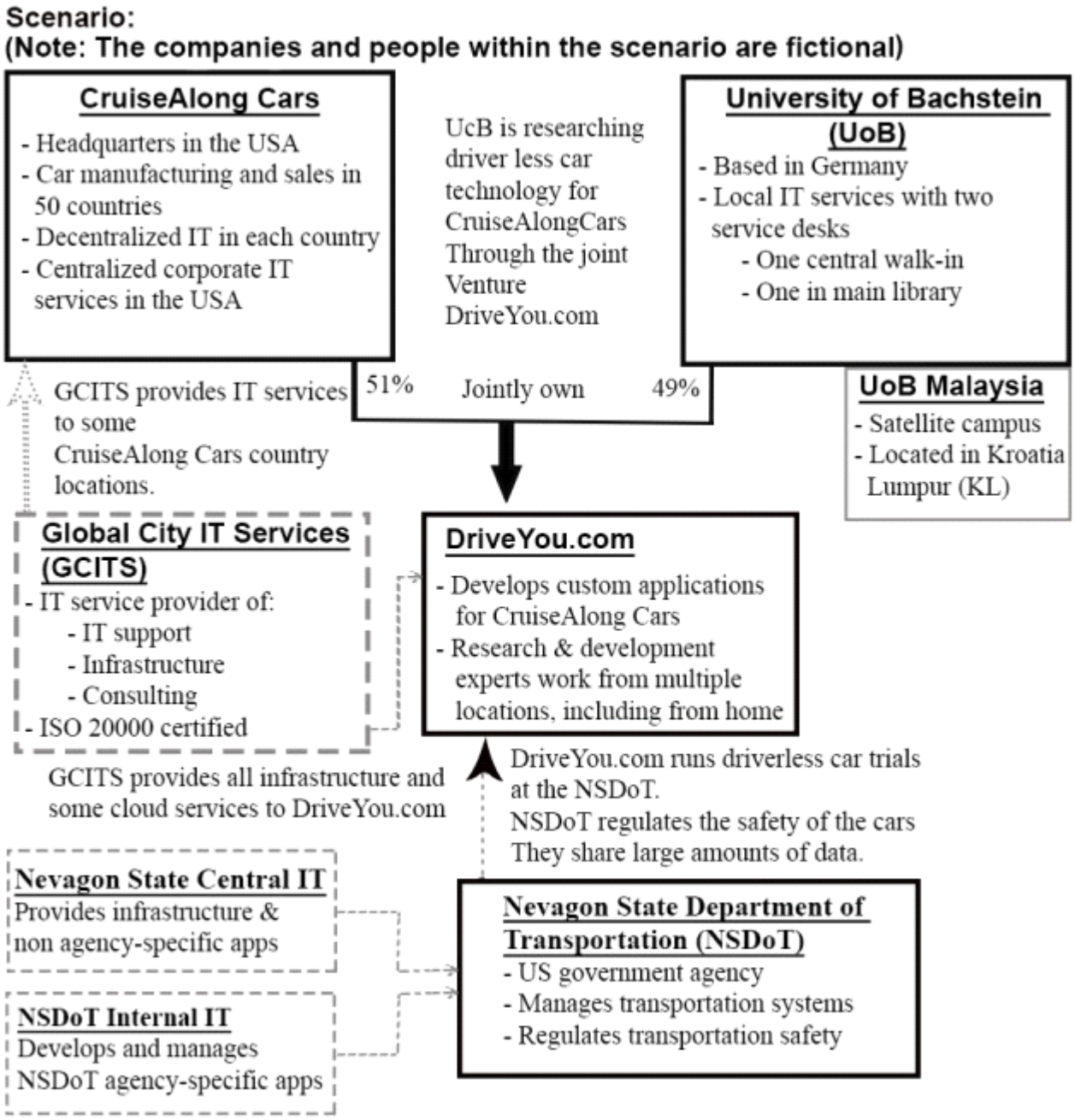

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Optimsolv has a number of process improvements that need to be implemented to attain compliance. GCITS has six months to ensure that Optimsolv is compliant.

The project manager has identified the relevant stakeholders in the initiative.

What is the BEST step to take next in the stakeholder management process, and why?

	Action	Why
a)	Devise a communication plan for each stakeholder	To understand how the new Optimsolv staff are likely to react, and win their support
b)	Devise a communication plan for each stakeholder	To understand the importance of each stakeholder to the initiative
c)	Prioritize stakeholders as 'major', 'critical', 'significant' or 'minor'	To understand the importance of each stakeholder to the initiative
d)	Prioritize stakeholders as 'major', 'critical', 'significant' or 'minor'	To understand how the new Optimsolv staff are likely to react, and win their support

- **A.** Action: Devise a communication plan for each stakeholder Why: To understand how the new Optimsiolv staff are likely to react, and win their support
- **B.** Action: Devise a communication plan for each stakeholder Why: To understand the importance of each stakeholder to the initiative
- **C.** Action: Prioritize stakeholders as 'major', 'critical', 'significant' or 'minor' Why: To

understand the importance of each stakeholder to the initiative

- **D.** Action: Prioritize stakeholders as 'major', 'critical', 'significant' or 'minor' Why: To understand how the new Optimsolv staff are likely to react, and win their support

Answer: C

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