Service Management Questions

1. An example of service level agreement is:
   a. Agreement between SJSU lab management and LAN management service provided by CompuServe.
   b. Agreement between Citibank IT department and Perot systems for desktop support
   c. All of the above

2. To plan for volume of growth of new customers for a newly established credit union requires:
   a. An assessment of future IT business requirements for IT servers
   b. An assessment of salary/benefit of new hires
   c. Consultation with state labor department

3. Relying on monthly delinquency report on auto loan management by a local credit union:
   a. is a vital business function that the company relies on IT department
   b. is of no concern to IT functions c. is not reliable

4. Mean time between failures (MTBF) is the recovery time between one incident and the occurrence of next incident.
   a. True   b. False

5. A user request to change a report layout to adjust font size versus a request to reorganize a database to improve the degraded performance :
   a. Requires the change management team to prioritize the above requests
   b. Requires the change management team to process the above requests in sequence
   c. None of the above

6. A request to deploy a new LAN switch to replace an unexpected dead LAN switch at an administrative building complex is:
   a. Standard change b. Emergency change   c. Normal change

7. It is absolutely necessary to audit the network infrastructure before and after a major network upgrade.
   a. True   b. False

8. Implementing a new mail server system for an office complex is considered a
   a. major release b. minor release   c. emergency release

9. A newly hired employee in a travel booking company calls _____ to set him up for access to his office LAN environment for work.
   a. Human resources b. Help Desk   c. Payroll

10. Service Desk structure includes:
    a. Local service   b. Centralized service   c. Virtual service d. a, b, and c

Service Management Quiz

Hazim Dahir,Jason Davis,Stuart Clark,Quinn Snyder

Service Management Quiz:

   Starting a Tech Business Alex Cowan,2012-04-10 The non technical guide to building a booming tech enabled business Thinking of starting a technology enabled business Or maybe you just want to increase your technology mojo so you can do your job better You do not need to learn programming to participate in the development of today s hottest technologies But there are a few easy to grasp foundation concepts that will help you engage with a technical team Starting a Tech Business explains in practical actionable terms how to formulate and reality test new ideas package what you learn into frameworks that are highly actionable for engineers understand key foundation concepts about modern software and systems participate in an agile lean development team as the voice of the customer Even if you have a desire to learn to program and I highly recommend doing whatever unlocks your inner tinkerer these foundation concepts will help you target what exactly you want to understand about hands on technology development While a decade ago the barriers to creating a technology enabled business required a pole vault getting started today only requires a determined step in the right direction Starting a Tech Business supplies the tools prospective entrepreneurs and business enterprises need to avoid common pitfalls and succeed in the fast paced world of high tech business Successful execution requires thoughtful evidence based product formulation well articulated design economic use of systems adaptive management of technical resources and empathetic deployment to customers Starting a Tech Business offers practical checklists and frameworks that business owners entrepreneurs and professionals can apply to any tech based business idea whether you re developing software and products or beginning a technology enabled business You ll learn 1 How to apply today s leading management frameworks to a tech business 2 How to package your product idea in a way that s highly actionable for your technical team 3 How to ask the right questions about technology selection and product architecture 4 Strategies to leverage what your technology ecosystem has to offer 5 How to carefully define the roles on your team and then effectively evaluate candidates 6 The most common disconnects between engineers and business people and how to avoid them 7 How you can apply process design to your tech business without stifling creativity 8 The steps to avoid the most common pitfalls tech founders encounter Now is one of the best times to start a technology enabled business and anyone can do it with the right amount and kind of preparation Starting a Tech Business shows you how to move a product idea to market quickly and inexpensively and to tap into the stream of wealth that a tech business can provide   **VeriSMTM Professional Courseware** Helen Morris,Liz Gallacher,2019-01-01 Besides the VeriSMTM Professional Courseware ISBN 9789401830847 publication you are advised to obtain the publication VeriSMTM A service management approach for the digital age ISBN 9789401802406 Service management has never been so important as all organizations are either receiving or providing services to and from others As digitization has spread through our organizations and culture IT has become a vital part of our workplace VeriSMTM provides guidance on how to manage the variety of service management approaches which have now become common practice Often organizations do not know how

to combine these approaches or if they should adopt one or another in preference VeriSMTM allows an organization to understand how to make the best use of all of its approaches The courseware is designed to support your learning about the VeriSMTM concepts and to be a guide to your understanding of service management and its use across the whole organization **Innovations in Older Adult Care and Health Service Management: A Focus on the Asia-Pacific Region** Madhan Balasubramanian,Angie Shafei,Zhanming Liang,2024-02-14 Population aging is a consistent global demographic trend The growth in both the size and proportion of older adults has threatened the sustainability of health systems in meeting healthcare needs of the population Countries in the Asia Pacific Region may face even more complex health system challenges due to the diversity in culture management and leadership styles composition of health service provision investment in research infrastructure and innovation adaptation data availability and gaps in information technology The Asia Pacific is home to more than half of the world s population and comprises countries across five Asia Pacific subregions East and North East Asia North and Central Asia Pacific South East Asia South and South West Asia The economies are diverse including six high income countries such as Australia Brunei Japan New Zealand South Korea and Singapore low income countries Nepal and North Korea and middle income countries The region also includes some of the fastest growing economies in the world including China India Malaysia Thailand Indonesia and the Philippines VeriSMTM – Foundation Courseware Helen Morris,Liz Gallacher,2018-01-22 Besides the VeriSMTM Foundation Courseware ISBN 9789401802628 publication you are advised to obtain the publication VeriSMTM A service management approach for the digital age ISBN 9789401802406 Contact us at info vanharen net to find out more about our Courseware Partnership This training material covers the syllabus for the VeriSMTM Foundation qualification The training can be delivered over two days This courseware is accredited to prepare the student for the VeriSMTM Foundation certification VeriSMTM Foundation consists of two parts VeriSMTM Essentials and VeriSMTM Plus each covering one day of training Students who already have an IT Service Management certificate can benefit from the knowledge they already have They are the audience for a VeriSMTM Plus training only When they pass the VeriSMTM Plus exam they receive the VeriSMTM Foundation certificate Training Providers who want to offer a one day training on service management principles can decide to offer the VeriSMTM Essentials training only Students who pass the VeriSMTM Essentials exam receive the VeriSMTM Essentials certificate If they pass the VeriSMTM Plus exam later they will automatically receive the VeriSMTM Foundation certificate The courseware covers the following topics The Service Organization Essentials Service culture Essentials People and organizational structure Essentials The VeriSMTM model both Progressive practices Plus Innovative technologies Plus VeriSMTM is a holistic business oriented approach to Service Management which helps to make sense of the growing landscape of best practices and how to integrate them to offer value to the consumer It is an evolution in Service Management thinking and provides an up to date approach including the latest practices and technological developments to

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