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The ITIL Practitioner Examination

Sample Paper 2

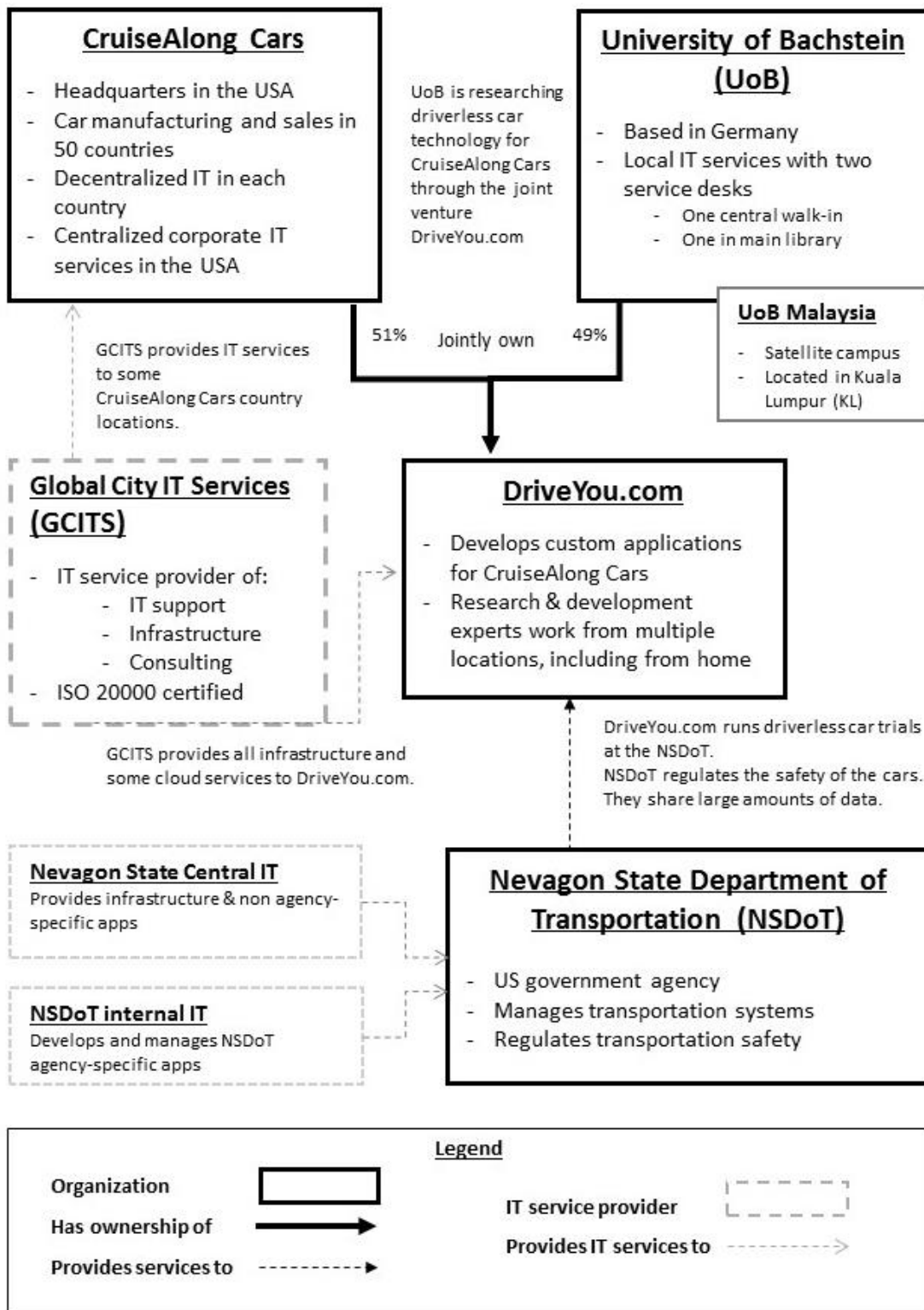
Scenario Booklet

Instructions

1. Read the scenario carefully in order to answer the questions in the ***Question Booklet***.
2. The scenario is not based on actual organizations. Any similarities to known organizations are coincidental.

Scenario

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



CruiseAlong Cars

CruiseAlong Cars is a car manufacturing and sales company with corporate headquarters in the United States of America. It has grown by acquisition over the last 20 years and has operations in over 50 countries.

Each country has its own IT organization, with some central corporate IT services provided by the US parent company. In some countries CruiseAlong Cars has outsourced infrastructure and service desks. The largest IT supplier is Global City IT Services (GCITS). In two countries GCITS provides CruiseAlong Cars with full outsourced services. They also provide selected services in other countries.

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 CruiseAlong Cars owns a 51% share.

DriveYou.com

This is a small, innovative company, that is jointly owned by CruiseAlong Cars and the University of Bachstein (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 in 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 IT 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 bi-directional 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.

Additional information for Sample Paper 2

Additional information for questions 1 to 6 only.

The UoB IT department has recently been increased in size due to the centralization of all IT functions from various departments. The number of calls to the service desk has grown and there is an initiative underway to develop and improve problem management as a means to manage and reduce incidents.

Recent problems include:

- Repeated difficulties for students connecting to WiFi in various areas of the campus
- Keycard management service failures creating long delays in revoking access to secure areas for lost keycards

Additional information for questions 7 to 12 only.

The UoB has a satellite campus in Kuala Lumpur (KL), Malaysia, which is served by an internal service desk with three service desk analysts. Until now they have been tracking and managing their incidents and requests using an Excel spread sheet.

The UoB IT department needs to transition the KL service desk to use the corporate service desk tool, to improve data sharing and transparency.

The UoB Service Desk Manager is accountable for the transition and a local manager from KL is responsible for activities in KL.

Additional information for questions 13 to 20 only.

CruiseAlong Cars has decided to consolidate their provision of service desks. The goals for the project are to:

- reduce cost
- deliver a more consistent service (particularly for roaming users)
- improve service quality

They have appointed a project manager who is currently setting up the project. The project manager is planning an assessment of the current state.

Additional information for questions 21 to 28 only.

GCITS has identified the need to centralize and consolidate its lines of business and operational departments, in order to provide a more co-ordinated approach for customers.

There are several teams, each with their own director, and each responsible for their own profit and loss (P&L). The improvement programme will require collaboration across these teams and individuals.

Additional information for questions 29 to 34 only.

GCITS believe they need to adapt their approach to service management due to increased demand for cloud services support. They want to create a more automated approach to software release and deployment, and capacity management, to address unplanned downtime and increased support costs. There are many different types of service and component in use, and it is not easy to judge what would be the best design for release and deployment management.

The CIO has decided to continue using ITIL guidance but feels that they may also need to consider other frameworks. An ITIL subject matter expert (SME) is assigned to lead the improvement and begin with the CSI approach.

Additional information for questions 35 to 40 only.

DriveYou.com has acquired NolImpact.com, a small research and development company that owns several interesting patents. One patent is for satellite navigation technology used to steer the vehicle to its destination without a driver.

NolImpact.com consists of about 20 skilled researchers who are used to working independently. The real value of the company is in the knowledge of the individual researchers, and not in the patents.

Now the two organizations are merging.

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