Four Dimension

1. What should be considered as part of the 'partners and suppliers' dimension?

A. The level of integration and formality involved in the relationships between organizations

B. The activities, workflows, controls and procedures needed to achieve the agreed objectives

C. The information created, managed and used in the course of service provision and consumption

D. The required skills and competencies of teams and individual members of the organization

A

2. Which statement about a service value stream is CORRECT?

A. It uses prescriptive inputs and outputs

B. It is a value chain activity

C. It integrates practices for a specific scenario

D. It is used to provide governance

C

3. Which dimension is MOST concerned with skills, competencies, roles and responsibilities?

A. Organizations and people

B. Information and technology

C. Partners and suppliers

D. Value streams and processes

A

4. Which dimension focuses on relationships with other organizations that are involved in the design, development, deployment and delivery of services?

A. Organizations and people

B. Information and technology

C. Partners and suppliers

D. Value streams and processes

C

5. Which dimension considers data security and privacy?

A. Organizations and people

B. Information and technology

C. Partners and suppliers

D. Value streams and processes

<div align="right">B</div>

6. Which TWO are considered part of the 'organizations and people' dimension of service management?

1. Systems of authority
2. Culture
3. Relationships between organizations
4. Workflows

A. 1 and 2

B. 2 and 3

C. 3 and 4

D. 1 and 4

<div align="right">A</div>

7. Which dimension considers the application of artificial intelligence to service management?

A. Organizations and people

B. Information and technology

C. Partners and suppliers

D. Value streams and processes

<div align="right">B</div>

8. Which of the four dimensions includes the knowledge bases needed to deliver and manage services?

A. Organizations and people

B. Information and technology

C. Partners and suppliers

D. Value streams and processes

<div align="right">B</div>