Guiding Principles

1. Which statement about the use of measurement in the 'start where you are' guiding principle is CORRECT?

A. It should always be used to support direct observation

B. It should always be used instead of direct observation

C. Measured data is always more accurate than direct observation

D. The act of measuring always positively impacts results

A


2. Which is a recommendation of the guiding principle 'think and work holistically'?

A. Conduct a review of existing service management practices and decide what to keep and what to discard

B. Review how an improvement initiative can be organized into smaller, manageable sections that can be completed in a timely manner

C. Review service management practices and remove any unnecessary complexity

D. Use the four dimensions of service management to ensure coordination of all aspects of an improvement initiative

D


3. An organization asks a stakeholder to review a planned change. Which guiding principle does this demonstrate?

A. Collaborate and promote visibility

B. Start where you are

C. Focus on value

D. Keep it simple and practical

A


4. Which principle concentrates on service consumers?

A. Start where you are

B. Optimize and automate

C. Keep it simple

D. Focus on value

D

5. What are guiding principles?

A. A set of interconnected activities that help an organization deliver a valuable service

B. A description of one or more services that help address the needs of a target consumer group

C. A set of specialized organizational capabilities for enabling value for customers

D. Recommendations that help an organization when adopting a service management approach

D

6. Which guiding principle considers customer and user experience?

A. Collaborate and promote visibility

B. Focus on value

C. Start where you are

D. Keep it simple and practical

B

7. Which guiding principle considers which parts of an existing process should be kept by identifying how they contribute to value creation?

A. Progress iteratively with feedback

B. Collaborate and promote visibility

C. Think and work holistically

D. Keep it simple and practical

D

8. Which is part of the 'focus on value' guiding principle?

A. Understanding what services help the service consumer

B. Reducing the number of steps in the customer experience

C. Assessing services to identify parts that can be reused

D. Identifying activities that can be achieved in smaller iterations

A

9. Which guiding principle helps an organization to understand the impact of an altered element on other elements in a system?

A. Focus on value

B. Start where you are

C. Think and work holistically

D. Keep it simple and practical

10. Which TWO statements about the guiding principles are CORRECT?

1. The guiding principles support continual improvement
2. Each guiding principle applies to a selection of the available stakeholder groups
3. Organizations should decide which one of the guiding principles is relevant to them
4. Organizations should consider how the guiding principles interact with each other

A. 1 and 2

B. 2 and 3

C. 3 and 4

D. 1 and 4

11. Which guiding principle says that it is not usually necessary to build something new?

A. Focus on value

B. Start where you are

C. Progress iteratively with feedback

D. Think and work holistically

12. Which statement about the 'optimize and automate' guiding principle is CORRECT?

A. Activities should be automated before they are optimized

B. Automation is best applied to non-standard tasks

C. Technology eliminates the need for human intervention

D. Automation frees human resources for more complex activities

13. Which guiding principle discourages 'silo activity'?

A. Focus on value

B. Start where you are

C. Collaborate and promote visibility

D. Keep it simple and practical

14. Which benefit is MOST aligned with the guiding principle 'progress iteratively with feedback'?

A. Service providers are able to respond more quickly to customer needs

B. Bottlenecks in the service provider's workflow are identified

C. The complexities of the service provider's IT systems are identified

D. The service provider gains a better understanding of the customer experience

A