

## Service Management

1. What is a set of specialized organizational capabilities for enabling value for customers in the form of services?

- A. Service offering
- B. Service provision
- C. Service management
- D. Service consumption

C

2. What can be used to determine if a service is 'fit for purpose'?

- A. Availability
- B. Warranty
- C. Outcome
- D. Utility

D

3. In service relationships, what is a benefit of identifying consumer roles?

- A. It enables effective stakeholder management
- B. It provides shared service expectations
- C. It removes constraints from the customer
- D. It enables a common definition of value

A

4. What term is used to describe whether a service will meet availability, capacity and security requirements?

- A. Outcomes
- B. Value
- C. Utility
- D. Warranty

D

5. What varies in size and complexity, and uses functions to achieve its objectives?

- A. A risk

- B. An organization
- C. A practice
- D. An outcome

B

6. A service offering may include goods, access to resources, and service actions. Which is an example of a service action?

- A. A mobile phone enables a user to work remotely
- B. A password allows a user connect to a WiFi network
- C. A license allows a user to install a software product
- D. A service desk agent provides support to a user

D

7. Which statement about outputs is CORRECT?

- A. They consist of several outcomes
- B. They capture customer demand for services
- C. They contribute to the achievement of outcomes
- D. They describe how the service performs

C

8. Which statement about service relationship management is CORRECT?

- A. It focuses on the service actions performed by users
- B. It requires the service consumer to create resources for the service provider
- C. It requires co-operation of both the service provider and service consumer
- D. It focuses on the fulfilment of the agreed service actions

C

9. Which statement about outcomes is CORRECT?

- A. Outcomes rely on outputs to deliver results for a stakeholder
- B. Outcomes use activities to produce tangible or intangible deliverables
- C. Outcomes give service consumers assurance of products or services
- D. Outcomes help a service consumer to assess the cost of a specific activity

A

10. What is the definition of warranty?

- A. A means of identifying events that could cause harm or loss
- B. A means of determining whether a service is fit for purpose
- C. A means of identifying a result for a stakeholder
- D. A means of determining whether a service is fit for use

D

11. Identify the missing word in the following sentence.

A service is a means of enabling value co-creation by facilitating [?] that customers want to achieve, without the customer having to manage specific costs and risks.

- A. utility
- B. warranty
- C. outcomes
- D. outputs

C

12. Which costs are included in the value proposition of a service?

- A. Additional expense that the service consumer has because they are using the service
- B. Money that the service consumer no longer needs to spend because they are using the service
- C. Tangible or intangible results for the service consumer because they are using the service
- D. The benefits, usefulness, and importance of the service that are perceived by the service consumer

B