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NEW QUESTION: 1

- A. Option B
- B. Option D
- C. Option A
- D. Option C

Answer: D

NEW QUESTION: 2

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Answer: B

NEW QUESTION: 3

Scenario

An IT security company provides secure data services to many large financial organizations in several countries. The company has an administrative headquarters in its home country and a data centre in each country of operation.

Each data centre obtains support for services from third-party contracts provided by a number of suppliers. All supporting services are scoped and documented, and are aligned to the corporate strategy and the regulations in force in each country. The security services company maintains and regularly reviews a preferred supplier list from which suppliers are selected as required.

A service desk function is provided by one of the suppliers. Over the last 10 years, a strong relationship has been built up

with the supplier based on the high-quality, consistent service they have provided. The nature of the financial business requires the service desk contract to contain severe penalty clauses that can be enforced if the agreed service levels are not maintained, although these have never been required.

A number of complaints have been received from a new banking customer highlighting that, over the previous three months, the level of service provided by the service desk in the management and handling of incidents has been inconsistent, and many incidents have not been resolved in line with agreed targets. The IT security company has a service level manager who has performed the role for many years. Recently, a new supplier management process was implemented and a supplier manager appointed. Some confusion has arisen over how, and by whom, the recent complaints should be dealt with.

Refer to the Scenario.

You have been asked to resolve the confusion over the service level manager and supplier manager roles. Which one of the following options BEST represents the correct division of responsibilities and will also address the current complaints regarding the service desk supplier?

A. Service level manager: Log the complaints. Inform the customer that the complaints will be reviewed as a matter of urgency. Collect evidence of failures and pass to the supplier manager. Ensure that the complaints are dealt with efficiently and effectively and improvements are initiated where appropriate. Keep the customer informed of both progress and outcome.

Supplier manager: Arrange a meeting with service desk supplier to investigate the complaints. Review performance of the supplier for all the services they deliver to the company's customers. Report findings back to service level manager.

B. Service level manager: Inform the customer that the complaints will be reviewed as a matter of urgency. Assure the customer that a disputes process is in place to ensure that the complaints are dealt with in an efficient and effective manner. Inform the customer that they will be updated on the outcome. Review performance of the supplier for all the services they deliver to the company's customers.

Supplier manager: Log the complaints. Quickly arrange a meeting with service desk supplier to investigate the complaints. If necessary, initiate the dispute process.

C. Service level manager: Apologize to the customer and compensate them financially for the poor service levels. Assure them that, under the terms and conditions of the contract, a review with the service desk will be carried out and that the supplier will be strictly monitored against agreed targets and penalties imposed, potentially leading to contract termination. Carry out a risk analysis of the supplier and their contract.

Supplier manager: Log the complaints. Set up a review of the supplier and the service desk function. Invoke the contract's penalty clause to recover compensation from the supplier. Increase the supplier's risk rating. Initiate a service

improvement plan in conjunction with continual service improvement.

D. Service level manager: Log the complaints. Inform the customer that the complaints will be discussed with the supplier at the next scheduled review meeting. Assure the customer that the contractual disputes process will be invoked to ensure that the complaints are dealt with in an efficient and effective manner. Inform the customer of the actions taken. Supplier manager: Discuss the complaints with the supplier at the next review meeting
Initiate the dispute process with the supplier. Carry out a risk analysis of the supplier and their contract.

Answer: A

NEW QUESTION: 4

- A. Workload
- B. Faults
- C. Efficiency
- D. Risk

Answer: C,D

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