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Questions & Answers PDF

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Question: 1

Which part of the corporate strategy of ZYX will a successful transition to SIAM most likely address?

Response:

- A. Be ready to adapt to change
- B. Control any change in headcount
- C. Ensure delivery against contracts
- D. Remove reliance on legacy systems

Answer: C

Question: 2

During the Plan and Build stage of project NEWGEN, company ZYX has identified that NEWBNK deployment will run late.

The transition to NEWBNK will occur after SIAM is in the Run and Improve stage. This means that there will be a significant period where ZYXS will need to retain BANK\$CO to support BNK under the new SIAM model.

Which strategy will contribute most to reducing the operational risk and cost to other parties from the transition to NEWBNK?

Response:

- A. Apply an enterprise process framework and align contracts, processes and tooling to this framework
- B. Ensure that all contracts have exit clauses and establish data record governance for operational data
- C. Implement a common toolset to be shared by all service providers and align it to end-to-end processes
- D. Standardize processes operated internally by all service providers and align them to end-to-end processes

Answer: A

Question: 3

MOB\$CO delivers desktop support for field- and home-based users to ZYXG and ZYXUK. ZYX has decided that MOB\$CO will not continue to provide services under the new SIAM model.

OUT\$CO will be the new service provider for desktop support for all ZYX organizations. MOB\$CO has reacted badly after receiving this news and is not being cooperative with OUT\$CO.

What can OUT\$CO do to ensure a successful transition of desktop support services into the SIAM model?

Response:

- A. Develop a process model showing all interactions between the current processes used by MOB\$CO
- B. Discover what expectations and demands users in the ZYX organizations have for desktop support
- C. Get ZYXS to obtain MOB\$CO's full history of all closed incidents, problems, changes, and releases
- D. Use the process forum structural elements to encourage more cooperation from MOB\$CO

Answer: B

Question: 4

ZYX has resources in different locations that should also be used within the retained organization when the new SIAM model is implemented. SIAMRUS has reviewed the available documentation.

What does ZYX need to gain insight in the current capabilities?

Response:

- A. Human Resources (HR) training records
- B. RACI matrices
- C. Resource improvements
- D. Training and development plans

Answer: B

Question: 5

The SIAMRUS consultancy has produced a SIAM strategy report to help form the outline business case for SIAM. It has considered the business, process and technological practices in detail.

What people aspects must be included for staff employed by ZYX?

Response:

- A. Accurate job descriptions for all staff in every ZYX company
- B. The employment laws of IT staff and their location
- C. The gender split of IT staff in ZYX group companies
- D. The risk and reward approaches used to incentivize performance

Answer: B

Question: 6

A major bank has decided to stop using BNK and the bank counter terminals (BCTs). This will severely affect the profitability of ZYX. The CEO has asked the CIO to consider transferring all services currently provided by ZYXS and ZYXD to OUT\$CO.

What would be the greatest risk with adopting this strategy?

Response:

- A. Amending the terms of the hosting contract with BANK\$CO
- B. Changing the culture of the staff in the ZYXS and ZYXD teams
- C. Maintaining the support of the current staff in ZYXS and ZYXD
- D. OUT\$CO acquiring the knowledge needed to operate the services

Answer: C

Question: 7

The CIO of ZYX has been asked to go to the IT Steering Committee to discuss a phased implementation. What is the key concern raised by business units for this type of approach?

Response:

- A. ZYX is unsure about the impact on business unit budgets.
- B. ZYX is unsure about the number of business units involved.
- C. ZYX needs to integrate both old and new working practices.
- D. ZYX will introduce a higher level of risk by using phases.

Answer: C

Question: 8

ZYX wants to establish the SIAM environment as quickly as possible, because the CEO wants to accelerate the expansion into the US

A. What is the most appropriate way to initiate project NEWGEN?

Response:

- A. Create the SIAM strategy and business case, along with the outline SIAM model for the implementation
- B. Define the critical success factors and the plan to communicate the ongoing performance of the project
- C. Establish a Waterfall program, which defines a series of Agile projects with minimum viable products
- D. Onboard an Agile team with a mandate to provide rapid, prioritized implementation of required components

Answer: A

Question: 9

The service integrator is organizing a series of onboarding workshops during the transition. ZYX has been asked to host a session. How can ZYX best assist with onboarding during these workshops?

Response:

- A. Contribute to new approaches and working models
- B. Define the low-level operational interfaces for each of the services
- C. Guide the resolution of operational details of the implementation
- D. Highlight their business goals to ensure alignment

Answer: D

Question: 10

ZYX has decided to use an external service integrator, and to use the tool provided by that integrator. Of all the constituent companies in the ZYX organization, which is likely to see the greatest change to their overall governance model?

Response:

- A. ZYXA
- B. ZYXD
- C. ZYXUK
- D. ZYXS

Answer: D



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