

☐ Mark Question

Question 1 of 5

The success of Service Operation phase is based on some important Critical Success Factors. From the options below, which would be the most important for Service Operation?

- ☐ A. Management support for using phase
Business support to ensure users use Service Desk as little as possible
Champions to drive process usage
Staffing and retention of Service Desk
Service management usage
Suitable tools – especially Incident Management
Measurement and reporting of capacity
- ☐ B. Management support for setting up phase
Business support to ensure users call Service Desk
Champions to lead process implementation
Staffing and retention of Service Desk
Service management training
Suitable tools
Measurement and reporting of usage
- ☐ C. Management support for setting up SD
Business support to ensure users call Service Desk
Champions to lead Service Support
Staffing and retention of Service Desk
Service management understanding
Suitable tools – especially Service Desk
Measurement and reporting
- ☒ D. Management support for setting up phase
Business support to ensure users use Service Desk
Champions to lead process implementation
Staffing and retention of Service Desk
Service management training

Q No.	Answer	Marked
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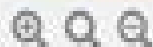
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