



## **ITIL® Intermediate Lifecycle Stream:**

### **SERVICE DESIGN CERTIFICATE**

*Sample Paper 2, version 6.1*

Gradient Style, Complex Multiple Choice

### **ANSWERS AND RATIONALES**

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***Answer Key:***

<b>Scenario</b>	<b>Question</b>	<b>Correct: 5 Marks</b>	<b>2<sup>nd</sup> Best: 3 Marks</b>	<b>3<sup>rd</sup> Best: 1 Mark</b>	<b>Distracter: 0 Marks</b>
<b>One</b>	<b>1</b>	B	D	C	A
<b>Two</b>	<b>2</b>	B	C	A	D
<b>Three</b>	<b>3</b>	B	A	C	D
<b>Four</b>	<b>4</b>	B	A	D	C
<b>Five</b>	<b>5</b>	D	A	B	C
<b>Six</b>	<b>6</b>	A	D	B	C
<b>Seven</b>	<b>7</b>	D	B	A	C
<b>Eight</b>	<b>8</b>	A	D	C	B

QUESTION	One	Scenario	One
<b>Question Rationale</b>	This question focuses on the need to recognize that determining business criticality is part of the early requirements analysis phase of service design. Senior business representatives must agree and sign off the requirements to ensure that the service delivered matches the needs of the business. Discussions should take place with sufficiently high-level representatives from IT who can understand the business needs and translate the needs into service quality criteria. In addition, the business criticality has to be reviewed during every stage of the service lifecycle, as requirements often change and evolve. The correct answer should, therefore, make the following points: <ul style="list-style-type: none"><li>• BAMs and BRMs should be involved</li><li>• Discussions should take place when identifying SLRs</li><li>• The decision should be reviewed during each stage of the service lifecycle.</li></ul>		
<b>MOST CORRECT (5)</b>	<b>B</b>	Contains all the relevant points listed above.	
<b>SECOND BEST (3)</b>	<b>D</b>	This answer is quite good, but senior business management (BAMs) should be involved in the discussions, and the decision should be reviewed at later stages in the service lifecycle.	
<b>THIRD BEST (1)</b>	<b>C</b>	This answer involves BPOs instead of BAMs, initiates the discussions too late (during the SLA drafting), and fails to specify the need for review later in the service lifecycle.	
<b>DISTRACTER (0)</b>	<b>A</b>	Discussions are taking place at an insufficiently high level (BPOs and SMs, who mainly have a technical focus) and occur too late during the finalization of the SLAs. The review takes place during major incident, problem and change handling, where the scenario calls for quick decisions on prioritization. Also, the option fails to specify the need for reviews later in the service lifecycle.	
<b>Syllabus Unit / Module supported</b>	ITIL SL: SD02 Service design principles		
<b>Blooms Taxonomy Testing Level</b>	Level 3 Applying – Use ideas, principles and theories in new, particular and concrete situations. Behavioural tasks at this level involve both knowing and comprehension and might include choosing appropriate procedures, applying principles, using an approach or identifying the selection of options.  Application – The candidate must apply their knowledge of service design principles and, in particular, those related to service level requirements and business criticality, in order to select the answer option that will correctly address the needs outlined in the scenario.		
<b>Subjects covered</b>	Categories Covered: <ul style="list-style-type: none"><li>• Service design principles</li><li>• Service requirements, business requirements and drivers.</li></ul>		
<b>Book Section Refs</b>	SD 3.4 – Service design principles – Identifying service requirements SD 3.5 – Service design principles – Identifying and documenting business requirements and drivers		
<b>Difficulty</b>	Easy		

QUESTION	Two	Scenario	Two
<b>Question Rationale</b>	The question tests the candidate's knowledge of key capacity management activities, and their ability to balance business, service and capacity management issues. The scenario indicates the need for particular activities at all three levels: <ul style="list-style-type: none"><li>• Business capacity management (BCM) – The expansion period calls for attention to growth, as well as establishing and following a good capacity plan</li><li>• Service capacity management (SCM) – Issues with network latency reflect a need for end-to-end measurements and assistance to resolve capacity-related incidents and problems</li><li>• Component capacity management (CCM) – The fact that key IT systems are approaching their capacity limits means that finite resources should be carefully monitored, and trends should be established based on the capacity plan.</li></ul>		
<b>MOST CORRECT (5)</b>	<b>B</b>	Contains a balanced mixture of BCM, SCM and CCM activities, and reflects the particular needs set out in the scenario.	
<b>SECOND BEST (3)</b>	<b>C</b>	Also contains a balanced set of activities, but misses a few key issues in the scenario, for instance, the focus on growth and the need for end-to-end measurements.	
<b>THIRD BEST (1)</b>	<b>A</b>	Only contains activities related to CCM, and does not sufficiently reflect the needs indicated in the scenario.	
<b>DISTRACTER (0)</b>	<b>D</b>	This option focuses on SCM activities only. It also includes activities that should be contained within the service level management and supplier management processes, within the scope of capacity management.	
<b>Syllabus Unit / Module supported</b>	ITIL SL: SD03 Service design processes		
<b>Blooms Taxonomy Testing Level</b>	Level 4 Analysis – The ability to use the practices and concepts in a situation or unprompted use of an abstraction. Can apply what is learned in the classroom in workplace situations. Can separate concepts into component parts to understand structure and can distinguish between facts and inferences.  Application – The candidate must apply their knowledge of capacity management activities and analyse the scenario to correctly identify a balanced set of activities that address the issues described.		
<b>Subjects covered</b>	Categories Covered: <ul style="list-style-type: none"><li>• Capacity management activities.</li></ul>		
<b>Book Section Refs</b>	SD 4.5.1 – Service design processes – Capacity management – Purpose and objectives SD 4.5.2 – Service design processes – Capacity management – Scope SD 4.5.4 – Service design processes – Capacity management – Policies, principles and basic concepts		
<b>Difficulty</b>	Moderate		

QUESTION	Three	Scenario	Three
Question Rationale	This question focuses on the evaluation and selection of sourcing options for the design and development of a new service.		
MOST CORRECT (5)	B	This is the right sequence of activities. Before being discarded, alternative solutions should be compared, described and evaluated within the business case to show that all options have been considered.	
SECOND BEST (3)	A	This is almost correct, but the SAC activities and the review of the sourcing strategy take place too late to be of any real value. These should be completed at the start of the approach.	
THIRD BEST (1)	C	This is less correct because, as well as containing the faults in option A, the evaluating and checking alternative solutions activity takes place before the activity producing alternatives and budgetary costs.	
DISTRACTER (0)	D	This is wrong because it contains all of the faults in option C. Also the elimination of the non-conforming solutions takes place even earlier, and the business case is produced before the strategy has been reviewed and the specific SAC produced.	
Syllabus Unit / Module supported	ITIL SL: SD02 – Service design principles		
Blooms Taxonomy Testing Level	Level 3 Applying – Use ideas, principles and theories in new, particular and concrete situations. Behavioural tasks at this level involve both knowing and comprehension and might include choosing appropriate procedures, applying principles, using an approach or identifying the selection of options.  Application – The candidate must analyse the scenario and apply their knowledge of service design, service acceptance criteria and sourcing options in order to select the answer option that best meets the needs described. Timing of the activities is a key to selecting the correct option.		
Subjects covered	Categories Covered: <ul style="list-style-type: none"><li>• Service requirements, business requirements and drivers</li><li>• Designing service solutions</li><li>• Service design models.</li></ul>		
Book Section Refs	SD 3.4 – Service design principles – Identifying service requirements SD 3.5 – Service design principles – Identifying and documenting business requirements and drivers SD 3.7.1 – Service design principles – Design aspects – Designing service solutions SD 3.11 – Service design principles – Service design models		
Difficulty	Moderate		

QUESTION	Four	Scenario	Four										
<b>Question Rationale</b>	This question focuses on the value of achieving business buy-in to the IT service continuity and information security management strategies.												
	The correct answer should contain the following phases:												
	<table><tr><th>Phase</th><th>Description</th></tr><tr><td>Phase 1</td><td>The current situation is assessed, both in order to understand short-to long-term business needs as a foundation for proper strategies, and also to identify the key elements of the CRSM's current worries.</td></tr><tr><td>Phase 2</td><td>Resources with business knowledge should be involved as they can provide detail on requirements in the areas of continuity and security, and because they should have ownership of the final results.</td></tr><tr><td>Phase 3</td><td>This phase should lead up to business continuity and business security strategies and policies as these will form the foundation upon which IT continuity and information security strategies should be based. Although IT was previously tasked with developing these, the scenario states that they have not been finalized.</td></tr><tr><td>Phase 4</td><td>The actual IT continuity and information security strategies should be finalized.</td></tr></table>			Phase	Description	Phase 1	The current situation is assessed, both in order to understand short-to long-term business needs as a foundation for proper strategies, and also to identify the key elements of the CRSM's current worries.	Phase 2	Resources with business knowledge should be involved as they can provide detail on requirements in the areas of continuity and security, and because they should have ownership of the final results.	Phase 3	This phase should lead up to business continuity and business security strategies and policies as these will form the foundation upon which IT continuity and information security strategies should be based. Although IT was previously tasked with developing these, the scenario states that they have not been finalized.	Phase 4	The actual IT continuity and information security strategies should be finalized.
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	Phase 4	The actual IT continuity and information security strategies should be finalized.											
	The order of the two first phases is not fixed. However, finalizing the IT continuity and information security strategies should be in the last phase, as this is what the question specifically addresses.												
	In more detail, the following activities should be present:												
<table><tr><td><ul style="list-style-type: none"><li>Existing service level agreements (SLAs), contracts, IT strategies and plans should be reviewed in order to identify short-term and medium-term needs</li><li>The CRSM should be involved in order to identify the worries that are driving the initiative</li><li>Corporate strategies, approaches and processes should be reviewed in order to identify long-term needs.</li></ul></td></tr><tr><td><ul style="list-style-type: none"><li>The BRMs should be involved as they have insight into business practices</li><li>The business units themselves should be involved as the continuity and security strategies are there to support them.</li></ul></td></tr><tr><td><ul style="list-style-type: none"><li>A business case should be established with budget, resources and IT senior management commitment, to ensure that the project is aligned with business requirements</li><li>A business impact assessment and risk assessment should be performed in order to assess needs for continuity and security</li><li>The business security and business continuity strategies should be finalized as these will form the foundation on which IT continuity and information security strategies will be agreed.</li></ul></td></tr><tr><td><ul style="list-style-type: none"><li>The IT continuity and information security strategies should be agreed, since this is what the question is asking for.</li></ul></td></tr></table>			<ul style="list-style-type: none"><li>Existing service level agreements (SLAs), contracts, IT strategies and plans should be reviewed in order to identify short-term and medium-term needs</li><li>The CRSM should be involved in order to identify the worries that are driving the initiative</li><li>Corporate strategies, approaches and processes should be reviewed in order to identify long-term needs.</li></ul>	<ul style="list-style-type: none"><li>The BRMs should be involved as they have insight into business practices</li><li>The business units themselves should be involved as the continuity and security strategies are there to support them.</li></ul>	<ul style="list-style-type: none"><li>A business case should be established with budget, resources and IT senior management commitment, to ensure that the project is aligned with business requirements</li><li>A business impact assessment and risk assessment should be performed in order to assess needs for continuity and security</li><li>The business security and business continuity strategies should be finalized as these will form the foundation on which IT continuity and information security strategies will be agreed.</li></ul>	<ul style="list-style-type: none"><li>The IT continuity and information security strategies should be agreed, since this is what the question is asking for.</li></ul>							
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<b>MOST CORRECT (5)</b>	<b>B</b>	Covers all required activities and has them in the correct order. Particularly important is the continuous involvement of business representatives, as the IT unit has identified a specific need for more business buy-in and better alignment of IT to the business.											
<b>SECOND BEST (3)</b>	<b>A</b>	Contains all the required activities but only within IT. The answer does not involve any interaction with the business, which is crucial for the IT continuity and information security strategies to be relevant for the business.											
<b>THIRD BEST (1)</b>	<b>D</b>	Again limits the involvement to IT only and does not perform a business impact											

		analysis. No SLAs, contracts or plans are assessed in order to understand both current and future needs. Only existing arrangements are taken into consideration, which the CRSM is worrying about already.
<b>DISTRACTER (0)</b>	<b>C</b>	Does not involve the business at all, agrees on new IT continuity and information security strategies before assessing the current situation or engaging with any stakeholders, and includes activities that fall within other processes (supplier management).
<b>Syllabus Unit / Module supported</b>	ITIL SL: SD01 Introduction to service design ITIL SL: SD03 Service design processes	
<b>Blooms Taxonomy Testing Level</b>	<p>Level 4 Analysis - The ability to use the practices and concepts in a situation or unprompted use of an abstraction. Can apply what is learned in the classroom in workplace situations. Can separate concepts into component parts to understand structure and can distinguish between facts and inferences.</p> <p>Application – The candidate must analyse the scenario and apply their knowledge of ITSCM to correctly identify the proper activities in each phase of the project.</p>	
<b>Subjects covered</b>	<p>Categories Covered:</p> <ul style="list-style-type: none"> <li>• IT service continuity management</li> <li>• Information security management</li> <li>• Business service management.</li> </ul>	
<b>Book Section Refs</b>	<p>SD 4.4 – Service design processes – Availability management</p> <p>SD 4.6 – Service design processes – IT service continuity management</p> <p>SD 3.1.4 – Service design principles – Service design basics – Value to the business</p>	
<b>Difficulty</b>	Hard	

QUESTION	Five	Scenario	Five
<b>Question Rationale</b>	Based on the scenario, the correct option should contain the following points: <ul style="list-style-type: none"><li>• Support for the service lifecycle</li><li>• Support for the processes of incident, problem, change, and release and deployment management</li><li>• Support for service desk activities and anything that contributes to automating the incident management process, such as CTI</li><li>• Support for integration with event and systems management tools that the IT unit already has, and consultants available to help with the integration to address negative experiences with vendor support in the past</li><li>• Support for processes in the service design stage, particularly SLM, as they are implementing this process as well as SLAs.</li></ul>		
<b>MOST CORRECT (5)</b>	<b>D</b>	Contains all relevant points indicated above.	
<b>SECOND BEST (3)</b>	<b>A</b>	A good answer but only provides a more limited CMDB, as opposed to a CMS, with no mention of having a service portfolio. Does not mention SLM. Financial management is mentioned but there is nothing in the scenario indicating an urgent need for this functionality. The support for change and release management is limited.	
<b>THIRD BEST (1)</b>	<b>B</b>	Does not indicate the full service lifecycle is in focus. Contains only an asset management module, with no mention of support for configuration management. Financial management activities are again mentioned specifically. Integration with the event and systems management tool is, at best, only possible. The optional change and release and deployment management module provides very limited support for these processes. Support for a limited part of capacity and availability management including reporting is mentioned, rather than full support for service level management.	
<b>DISTRACTER (0)</b>	<b>C</b>	Claims to be ITIL compliant although this is not a valid statement. There is much focus on financial management, and no mention of configuration management integrating the processes. There is built-in event management functionality although the IT unit has other tools for this area. There is no current support either for change management or for release and deployment management. There is support for a limited part of capacity management but no support for SLM.	
<b>Syllabus Unit / Module supported</b>	ITIL SL: SD06 Technology considerations		
<b>Blooms Taxonomy Testing Level</b>	Level 4 Analysis – The ability to use the practices and concepts in a situation or unprompted use of an abstraction. Can apply what is learned in the classroom in workplace situations. Can separate concepts into component parts to understand structure and can distinguish between facts and inferences.  Application – The candidate must analyse and compare tool information to find the best fit for the organization described. This requires knowledge of the basic tool functionality associated with the processes discussed in the scenario.		
<b>Subjects covered</b>	Categories Covered: <ul style="list-style-type: none"><li>• Technology considerations</li><li>• The types of tools that would benefit service design</li><li>• Requirements analysis.</li></ul>		
<b>Book Section Refs</b>	SD 7.0 – Technology considerations		
<b>Difficulty</b>	Moderate		



QUESTION	Six	Scenario	Six
<b>Question Rationale</b>	This question assesses the ability of the candidate to select a balanced set of appropriate KPIs for the service design process. KPIs should indicate effectiveness (including customer/user satisfaction), compliance, cost-effectiveness and efficiency. There is a particular need for focus on information security, based on the introduction of the new service explained in the scenario. This is the key difference between A (the best answer) and D, which is the second-best option.		
<b>MOST CORRECT (5)</b>	<b>A</b>	Balanced set of KPIs with two out of six of them related to security:	
		Increase in percentage of service design packages completed on schedule	SD effectiveness KPI
		An information security policy (ISP) is produced, communicated and reviewed according to schedule	SD compliance KPI
		Percentage reduction in customer complaints regarding the IT services functionality, availability, security and performance	SD effectiveness KPI (customer satisfaction)
		Percentage reduction in number of problems for which the root cause is linked to flaws in the service design process	SD effectiveness KPI
		Decrease in the number of security compliance audit failures relating to security requirements	SD compliance KPI
<b>SECOND BEST (3)</b>	<b>D</b>	This answer is still correct but is not as balanced as A. There is a high focus on effectiveness, only one security-related KPI, one KPI on customer satisfaction and no KPI at all on efficiency, cost-efficiency and compliance:	
		Percentage reduction in number of security breaches	Effectiveness KPI. Still acceptable but more debatable as the number of security breaches could be linked to SD not being effective but also to other phases of the lifecycle (e.g. procedures not respected in SO)
		Increase in percentage of new services going live with a signed SLA	SD effectiveness KPI
		Increased accuracy of the SLAs, OLAs and contracts	SD effectiveness KPI
		Percentage reduction in number of problems for which the root cause is linked to flaws in the service design process	SD effectiveness KPI
		Increased number of services transitioned with a service design package	SD effectiveness KPI
<b>THIRD BEST (1)</b>	<b>B</b>	Unbalanced set of KPIs with high focus on cost-effectiveness, no KPI at all on customer/user satisfaction and no KPI related to security:	
		Increase in percentage of service design packages completed on schedule	SD effectiveness KPI
		Increased number of services transitioned with a service design package	SD effectiveness KPI
		Increase in percentage of new services going live with a signed SLA	SD effectiveness KPI

		Percentage reduction in costs related to problems for which the root cause is linked to flaws in the service design process	SD effectiveness KPI
		Decrease in percentage of new services not approved for production due to lack of sufficient planning	Not the best SD KPI, since it could also be a KPI for service transition effectiveness
<b>DISTRACTER (0)</b>	<b>C</b>	The three last KPIs are not appropriate to SD. In addition, this set of KPIs is unbalanced as customer/user satisfaction is not covered:	
		Percentage of service design packages completed on schedule	SD effectiveness KPI
		Average time taken to resolve capacity related incidents	Service operation effectiveness (formulated as a metric not KPI)
		Percentage of test plans produced on time	SD effectiveness KPI
		Percentage reduction in number of problems for which the root cause is linked to flaws in the service design process	SD effectiveness KPI
		Percentage reduction in resolution costs of security related problems	Problem management effectiveness KPI
<b>Syllabus Unit / Module supported</b>	ITIL SL: SD08 Challenges, risks and critical success factors		
<b>Blooms Taxonomy Testing Level</b>	<p>Level 3 Applying – Use ideas, principles and theories in new, particular and concrete situations. Behavioural tasks at this level involve both knowing and comprehension and might include choosing appropriate procedures, applying principles, using an approach or identifying the selection of options.</p> <p>Level 4 Analysis - The ability to use the practices and concepts in a situation or unprompted use of an abstraction. Can apply what is learned in the classroom in workplace situations. Can separate concepts into component parts to understand structure and can distinguish between facts and inferences.</p> <p>Application – The candidate must analyse the scenario and apply knowledge about KPIs that relate to service design and which are balanced with regard to the issues described in the scenario.</p>		
<b>Subjects covered</b>	<p>Categories Covered:</p> <ul style="list-style-type: none"> <li>Measurements through critical success factors and key performance indicators.</li> </ul>		
<b>Book Section Refs</b>	SD 9.3 – Challenges, risks and critical success factors – Critical success factors and key performance indicators		
<b>Difficulty</b>	Hard		

QUESTION	Seven	Scenario	Seven
Question Rationale	The purpose of this question is to assess the knowledge of the scope and objectives of the SLM process. The three main areas of the SLM responsibility are: (1) define and manage SLAs; (2) develop relationships with the business; and (3) manage quality of delivered service with a reactive and a proactive aspect.		
MOST CORRECT (5)	D	All aspects are covered, including: relationships with the business, IT service targets negotiated, agreed and documented, interface with IT to guarantee quality and SIP. The current cost reduction objective of the organization is also taken into account.	
SECOND BEST (3)	B	Some aspects are covered: SLA management and quality management, proactive and reactive. Aspect not explicitly covered: development of relationship with the business. There is a focus on high-quality IT services and reliable technology, and no mention of the cost reduction objective. Also, SLM is not responsible for “defining appropriate underpinning agreements and contracts”, because contracts are defined by supplier management. SLM should define requirements for contracts but not the actual contracts. Even if there is no supplier manager in this organization that does not mean that service level managers should be doing this work, which is a decision for the IT director and beyond the scope of this question.	
THIRD BEST (1)	A	This answer focuses mainly on SLA and SLR management but does not cover relationships with the business or quality management. It is not enough to ensure that IT understand the services, as seems to be the focus in this answer option. SLM have to work with business to achieve a common understanding. There is also no mention of the financial objective.	
DISTRACTER (0)	C	The focus is on performance and best possible use of modern technology rather than on cost-effectiveness. Analysing volumes and demand is a demand management activity, sizing the IT infrastructure is a capacity management activity. In addition, the development of relationships goes too far as it includes the IT suppliers, which would be in the scope of supplier management. Similarly, it is supplier management that would manage underpinning contracts although SLM defines the requirements.	
Syllabus Unit / Module supported	ITIL SL: SD03 Service design processes		
Blooms Taxonomy Testing Level	Level 4 Analysis – The ability to use the practices and concepts in a situation or unprompted use of an abstraction. Can apply what is learned in the classroom in workplace situations. Can separate concepts into component parts to understand structure and can distinguish between facts and inferences.  Application – The candidate must analyse the issues described in the scenario and apply their knowledge of the scope, purpose, goals and objectives of the SLM process to decide which option is the best choice.		
Subjects covered	Categories Covered: <ul style="list-style-type: none"><li>• Service level management.</li></ul>		
Book Section Refs	SD 4.3 – Service design processes – Service level management SD 4.3.1 – Service design processes – Service level management – Purpose and objectives SD 4.3.2 – Service design processes – Service level management – Scope		
Difficulty	Easy		

QUESTION	Eight	Scenario	Eight
<b>Question Rationale</b>	<p>This question tests the candidate's ability to perform proper requirement identification.</p> <p>Since there are many possible CRM solutions available, it is crucial to start the project by identifying and documenting customer requirements in order to be able to find a tool that fits their needs. <b>Lack of time is a typical excuse to shortcut this step</b>, often resulting in an expensive tool that is not fit for purpose. The urgency aspect in the scenario is included to distinguish between candidates who recognize the need for proper requirement identification even though time is limited.</p> <p>From ITIL good practice and information in the scenario, the following activities should be part of the first steps in the project plan:</p> <ul style="list-style-type: none"><li>Identifying stakeholders and user groups to make sure that all views and needs are captured, and because current issues are both business- and IT-related</li><li>Producing a requirement catalogue through interaction with the stakeholders, as the current solution does not satisfy the needs</li><li>Gaining board approval of the requirement catalogue, as this is a business-critical solution</li><li>Establishing a shortlist, a milestone in the project plan, as required by the board.</li></ul>		
<b>MOST CORRECT (5)</b>	<b>A</b>	Includes all recommended activities.	
<b>SECOND BEST (3)</b>	<b>D</b>	<ul style="list-style-type: none"><li>A requirement catalogue is produced but it is based on the SLA for the existing CRM solution. The scenario describes several issues with this solution – thus, important requirements will be missed</li><li>Requirements are agreed but only with representatives from the business. Important technical requirements that IT would have, for example, those related to replacing the mainframe with a more up-to-date infrastructure, are lost</li><li>A shortlist is established before the board has agreed on the requirements. Thus, there is an increased risk of the business-critical solution not being fit for purpose.</li></ul>	
<b>THIRD BEST (1)</b>	<b>C</b>	<ul style="list-style-type: none"><li>A requirement catalogue and shortlist are produced but with input only from IT, missing the important customer involvement and buy-in</li><li>The option involves running a RFP process and performing testing before the requirements and shortlist have been approved by the board. On the plus side, the extensive testing involves both business users and IT</li><li>The board is presented with a recommended solution to purchase before it has approved either a requirement catalogue or shortlist.</li></ul>	
<b>DISTRACTER (0)</b>	<b>B</b>	<ul style="list-style-type: none"><li>Stakeholders are not identified</li><li>No requirement catalogue is established</li><li>Reference customers' opinions are sought, even though their requirements might be completely different</li><li>The board is presented with a recommended solution to purchase before it has approved either a requirement catalogue or a shortlist.</li></ul>	
<b>Syllabus Unit / Module supported</b>	ITIL SL: SD04 Service design technology-related activities		
<b>Blooms Taxonomy Testing Level</b>	<p>Level 4 Analysis – The ability to use the practices and concepts in a situation or unprompted use of an abstraction. Can apply what is learned in the classroom in workplace situations. Can separate concepts into component parts to understand structure and can distinguish between facts and inferences.</p> <p>Application – The candidate must consider the issues described in the scenario and the correct activities for gathering requirements according the service design requirements engineering, in order to select the appropriate answer option that will address the issues in the scenario.</p>		
<b>Subjects covered</b>	Categories Covered: <ul style="list-style-type: none"><li>Requirements engineering</li></ul>		

<b><i>Book Section Refs</i></b>	SD 5.1.3 – Service design technology-related activities - Requirements engineering – Requirements for investigation techniques SD 5.1.4 – Service design technology-related activities - Requirements engineering - Problems with requirements engineering
<b><i>Difficulty</i></b>	Moderate