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# ITIL Service Capability Service Offerings and Agreements

## ITIL ITILSC-SOA

**Version Demo**

**Total Demo Questions: 3**

**Total Premium Questions: 34**

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## Topic Break Down

| Topic | No. of Questions |
| --- | --- |
| Topic 1, Service portfolio management | 5 |
| Topic 2, Service catalogue management | 3 |
| Topic 3, Service level management | 7 |
| Topic 4, Demand management | 5 |
| Topic 5, Supplier management | 7 |
| Topic 6, Financial management | 3 |
| Topic 7, Business relationship management | 3 |
| Topic 8, Technology and implementation considerations | 1 |
| Total | 34 |

QUESTION NO: 1

Scenario

A regional retailer has introduced self-service ordering for store managers. Analysis shows that most orders for handheld devices are submitted on Mondays, even though devices are required only for weekend promotional events. This pattern causes the fulfilment team to build a larger stock of devices than is required for the rest of the week.

The retailer wants to reduce unnecessary stock while ensuring that stores can obtain devices when promotional activity genuinely requires them.

Refer to the Scenario.

Which one of the following is the BEST use of demand management in this situation?

**A.** Analyse the pattern of promotional activity and introduce service options with planned lead times and a separately controlled expedited route for genuine exceptions.

**B.** Prevent all Monday requests so that the fulfilment team can maintain a constant level of stock throughout the week.

**C.** Increase the stock of handheld devices permanently to match the highest weekly level of ordering.

**D.** Ask store managers to estimate annual device demand without analysing the business activities that generate requests.

**ANSWER: A**

**Explanation:**

Demand management should analyse the pattern of business activity that drives device requests and use this information to influence demand through an appropriate service offering. For example, the catalogue can define standard request lead times, planned promotional-event ordering and a separately costed expedited option for genuine exceptions.

This approach aligns demand with the capability and cost of fulfilment rather than simply refusing requests. It also provides useful demand information to capacity management and service portfolio management when considering future stock and service options. See AXELOS ITIL guidance.

**QUESTION NO: 2**

Scenario

A health-care provider has agreed availability targets for its appointment-booking service. The monthly report shows that the service achieved the agreed 99.8% availability target. However, a two-hour outage occurred during a planned vaccination campaign, when clinics were unable to book patients and had to revert to manual processes.

Business managers state that the monthly percentage does not demonstrate whether the service is meeting their needs during critical campaign periods. The service level manager agrees that the current SLA does not identify these periods or define how their availability should be reported.

Refer to the Scenario.

Which one of the following options is the BEST next step?

**A.** Replace the monthly availability target with a requirement for 100% availability throughout the year.

**B.** Document campaign-period requirements, validate their feasibility and revise agreements and measurement mechanisms where appropriate.

**C.** Continue using the existing monthly report because the agreed target was achieved.

**D.** Measure only the availability of the appointment-booking application server during future campaigns.

**ANSWER: B**

**Explanation:**

The service level manager should work with business managers to document the service requirements for vaccination campaigns, including the business impact, critical service hours, availability targets and reporting needs. The feasibility of these requirements should be assessed with the supporting teams and suppliers before the SLA, underpinning agreements, monitoring and reporting mechanisms are changed through controlled processes.

The aggregate monthly target can conceal an outage during a period of exceptional business importance. Service level management must ensure that targets and reports reflect agreed business requirements, while availability management and supporting suppliers must confirm that the required warranty can be delivered. A revised agreement should therefore be based on understood requirements and achievable underpinning commitments, rather than on an unvalidated demand for a higher percentage.

## QUESTION NO: 3

Scenario

A university has agreed an SLA for its virtual learning environment. The agreement includes an availability target of 99.5% each calendar month. During examination periods, the service is particularly important, but the SLA does not identify these periods separately. Following a short outage during an examination, academic managers have requested a new target of 100% availability throughout every examination period.

The service level manager has confirmed that no service can guarantee absolute availability.

Refer to the Scenario.

Which one of the following is the BEST next action?

**A.** Document the examination-period requirements and assess their feasibility, cost and risk with technical and supplier teams before agreeing revised measurable SLA and underpinning targets.

**B.** Accept the 100% target because examination periods are business critical and amend the SLA without consulting operational teams.

**C.** Retain the existing monthly target because an SLA should not distinguish between different periods of business activity.

**D.** Instruct the service desk to classify every examination-period incident as the highest priority and leave the availability target unchanged.

## ANSWER: A

**Explanation:**

The service level manager should work with the academic managers to document the business impact and required service levels for examination periods, then assess the feasibility, cost and risk of the proposed targets with the relevant technical and supplier teams. A revised, measurable SLA target and any required underpinning commitments can then be agreed.

This recognizes that service levels must reflect business need while remaining achievable and supported by operational capability. A target of 100% is normally unsuitable because it cannot allow for planned maintenance, unforeseen failures or dependencies. The review should establish a realistic level of warranty, together with reporting periods and planned downtime arrangements that reflect examination requirements. See [AXELOS: What is service level management?](#).