

Dies ist ein Beispiel für ein Szenario aus dem Manager's Bridge Examen.

S02: Service Lifecycle
MB02-1: SS 2.5

The Service Lifecycle is depicted in Fig. MB-2. The phase-based elements of the Lifecycle: Design, Transition and Operation, rotate around the central hub of Service Strategy and are enclosed by Continual Service Improvement.

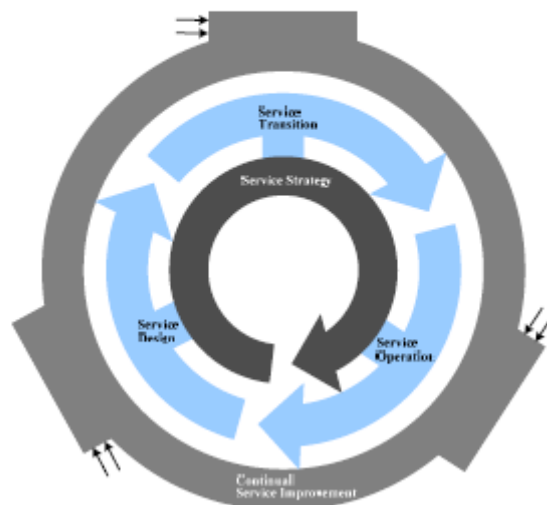


Fig. MB- 2: Service Lifecycle © Crown Copyright 2007 Reproduced under licence from OGC

- 3 Service Strategy is characterised by which of the following?**
- a) Always implemented using a top-down approach
 - b) Having no direct interaction with Service Operation
 - c) The Lifecycle phase in which all planning and control occurs
 - d) Identifying objectives, resources and constraints for the Lifecycle elements
- 4 Continual Service Improvement is expected to identify faults or weaknesses in which of the following Lifecycle elements?**
- a) All elements of the Service Lifecycle including Service Strategy
 - b) All elements of the Lifecycle except Service Strategy
 - c) All elements of the Lifecycle except itself
 - d) Service Design, Service Transition and Service Operation