



MANAGING BUSINESS RESILIENCE

INCIDENT RESOLUTION & PREVENTION

SAMPLE SLIDE



EXERCISE: SAMPLE EXAM QUESTIONS

1. Which of the following words is the nearest synonym for *incident*?

- a. Risk
- b. Issue
- c. Disruption
- d. Request

2. Incidents may include: (Select all that apply.)

- a. Website crash for an online store
- b. Unusually long delays at an understaffed call center
- c. An airline losing baggage
- d. A power outage at a grocery store



CONTINUITY

EXERCISE SCENARIO: FANTASY DREADMEISTER

Dreadmeister the Dragon awakens from his slumber in the Fire Mountains once every decade or so. If he's in a foul mood, he terrorizes Resilienton.

Fill each box with the practice number that best fits the situation.
(There may be more than one good choice.)

CONTINUITY

EXERCISE SCENARIO: FANTASY DREADMEISTER

Dreadmeister the Dragon awakens from his slumber in the Fire Mountains once every decade or so. If he's in a foul mood, he terrorizes Resilienton.

1. If Dreadmeister wakes up and scorches their village, the people of Resilienton realize that that they still need to continue to eat and drink and be protected from harsh weather.

CONT



2. If Dreadmeister threatens or damages town, villagers will follow their plan to escape to a large cave in the Fire Mountains. This "COOP Cavern" is near a perennial spring, and is regularly stocked with biscuits and mead.

CONT



3. Resilienton conducts a monthly drill where villagers quickly retreat to COOP Cavern. They time this, check on the biscuit supply, and make sure the spring is flowing. If all is well, they drink mead and make whooping sounds.

CONT



SERVICE DELIVERY MANAGEMENT

EXERCISE SCENARIO: REALITY

IT GURUS

IT Gurus provides on-site IT infrastructure support services, typically contracting with each customer on an annual basis.



1. IT Gurus has a contract to manage Sustainable Convergence information technology operations for one year with four option years.

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2. Per contract, IT Gurus receives and addresses information technology issues identified by Sustainable Convergence users, and also handles user requests for laptops and installation of standard application software.

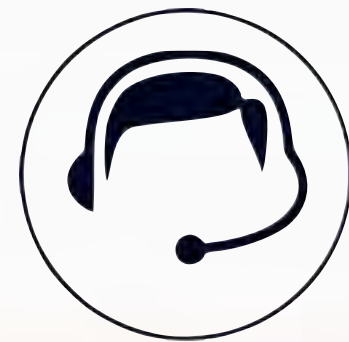
SDM

3. IT Gurus follows their own documented approach to operating the IT operations for Sustainable Convergence. This includes a plan for providing onsite personnel between 6 am and 10 pm local time.

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4. IT Gurus developed and provided user training for one of the software applications, as specified by the Statement of Work.

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DELIVERING & MANAGING SERVICES

STRATEGIC SERVICE MANAGEMENT

SAMPLE SLIDE



EXERCISE: SAMPLE EXAM QUESTIONS

3. Contains all the individual service descriptions and related material:

- a. Service Level Agreement
- b. Service catalog
- c. Contract Data Requirements List (CDRL)
- d. Service system component

4. An example work product for STSM 3.1:

- a. Descriptions of strategic needs
- b. Trade studies
- c. Standard service catalog or menu
- d. Customer complaints

