1. What is the scope of section (B) **Service Delivery in the IMM** model
   1. To register the contact details for the assessed service
   2. To identify the service that are being consumed for the assessed service
   3. To identify the landscape of the service
   4. **To assess the public service towards the end user**
2. What a public service description should contain
   1. end-user group – system vendors
   2. process – owner – software technology
   3. fees – income - taxes
   4. **initiation - process - delivery outcome**
3. Which is the service owner of the assessed service
   1. **The public administration that is primarily responsible for the service.**
   2. The public administration that owns the data that are being consumed,
   3. The end user who owns the data that (s)he is submitting
   4. None of the above
4. Which are the administrative levels of a public service
   1. Central – Decentralized
   2. **Local - Regional – National – European - International**
   3. Complex – Simplified
   4. Expensive – cheap
5. What Sections the IMM model contains:
   1. Contact details – Owner – Data exchanged
   2. **Context – Delivery - Consumption – Management**
   3. Operational – Technological – Software – Hardware
   4. Cost - Benefit