

ITIL-TRANSITION^{Q&As}

ITIL 4 Managing Professional Transition

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QUESTION 1

An organization is reviewing the support of its IT services.

Which is an example of an `outside in` approach?

- A. Understanding how infrastructure and application suppliers are involved in the end-to- end value chain for the support of services
- B. Conducting customer and user satisfaction surveys to gather feedback on how customers and users perceive the support of IT services
- C. Asking for feedback from the internal technical teams to ensure they are able to deliver against the support requirements
- D. Contacting the organization`s ITSM software tool provider to learn about software updates which might improve the support of the services

Correct Answer: B

QUESTION 2

Information that is needed to resolve problems is difficult to obtain because IT staff are worried that they will be blamed for mistakes.

Which concept can MOST help to resolve this?

- A. Safety culture
- B. Design thinking
- C. Valuable investments
- D. Agile

Correct Answer: A

QUESTION 3

Which BEST describes the primary role of a governing body?

- A. To establish and regularly review the goals cascade throughout the organization
- B. To develop and regularly review IT measures and metrics
- C. To annually review and approval of IT projects to maximize business value
- D. To establish and regularly review the effectiveness of risk management and internal controls

Correct Answer: D

QUESTION 4

An organization is planning to communicate information about a new improvement initiative by providing information on the IT portal, sending emails, and holding meetings with affected groups.

Which communication principle are they applying?

- A. Communication is a two-way process
- B. We are all communicating all the time
- C. Timing and frequency matter
- D. There is no single method of communicating

Correct Answer: D

QUESTION 5

Which describes the value driven approach to service design?

- A. The practice of analyzing a business, defining its needs, and recommending solutions that create value for stakeholders
- B. An iterative approach based on frequent feedback, continual experimentation, and learning to ensure value co-creation
- C. A process improvement philosophy that prioritizes flow efficiency over resource efficiency
- D. Designing just enough features to satisfy early customers, and providing feedback for future development

Correct Answer: A

QUESTION 6

A company has begun a new global line of business that has changed how IT supports the new systems. Recognizing the urgent need for two-way communication on the required changes, IT managers are trying to find better ways to obtain feedback than a standing agenda at staff meetings.

Which describes the BEST approach for establishing effective feedback channels?

- A. Research how individual teams communicate internally and use the most popular collaboration tools to collect feedback
- B. Establish office hours where staff are encouraged to drop by without appointments and discuss any concerns they have
- C. Initiate a project to select and implement a collaboration tool to facilitate two-way communication with staff
- D. Publish a printed weekly newsletter that clearly and consistently communicates change

Correct Answer: C

QUESTION 7

From the perspective of a service provider how does the digital product lifecycle start?

- A. With the onboard mg of customers
- B. With the exploration of market opportunities
- C. With the co creation of value
- D. With the offboarding of customers

Correct Answer: B

QUESTION 8

Which are elements of the service value system?

- A. Service provision, service consumption, service relationship management
- B. Governance, service value chain, practices
- C. Outcomes, utility, warranty
- D. Customer value, stakeholder value, organization

Correct Answer: B

QUESTION 9

An organization is designing a survey to assess the needs and expectations of its staff.

What is this an example of?

- A. CI/CD
- B. Integration and data sharing
- C. Customer-orientation
- D. Employee satisfaction management

Correct Answer: D

QUESTION 10

A service provider is in a partnership relationship with a service consumer. The services provided are complex with new

functionality and improvements constantly being developed using agile methods.

Which is the BEST approach for validating service value?

- A. Perform ad-hoc service reviews and produce reports of service outputs
- B. Work together to identify methods of checking service value and check that value propositions are still valid
- C. Produce service level reports and an analysis of the cost and risks of service delivery
- D. Regularly perform user satisfaction surveys and an analysis of the costs and risks removed from the service consumer

Correct Answer: D

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