

ITIL-TRANSITION^{Q&As}

ITIL 4 Managing Professional Transition

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QUESTION 1

Which is included in onboarding?

1.
Negotiating service targets with customers
2.
Building awareness of the new consumer
3.
Ensuring resources are prepared for service provision
4.
Designing the service components and infrastructure

- A. 1 and 2
B. 2 and 3
C. 3 and 4
D. 1 and 4

Correct Answer: B

QUESTION 2

An organization's lead times and the flow of tasks across value streams are being impacted because tasks often sit waiting in queues.

Which technique can be used to overcome this challenge?

- A. Clarifying definition of done
B. Introducing a push system
C. Increasing batch sizes
D. Limiting work-in-progress

Correct Answer: D

QUESTION 3

Which ITIL guiding principle recommends using existing services, processes and tools when improving services?

- A. Progress iteratively with feedback
- B. Keep it simple and practical
- C. Start where you are
- D. Focus on value

Correct Answer: C

QUESTION 4

Which statement about user communities is CORRECT?

- A. User communities are created by service providers to investigate the cause of problems
- B. Communities set up by users may be recognized and supported by service providers
- C. Informal user communities should be disbanded and merged into official groups
- D. Every user community should have at least one super-user

Correct Answer: B

QUESTION 5

The CIO of a large multi-national organization has noticed that the whole IT department are performing poorly. The CIO is committed to changing the behaviour patterns of their staff to improve performance across the whole IT department.

Which of the following will BEST help to improve staff behaviour?

- A. Running safe to fail experiments that provide learning opportunities
- B. Comparing the cost of delay between work items to ensure that financially valuable work is prioritized
- C. Implementing CI/CD tools to deploy software quickly
- D. Adopting Kanban boards to visualise the flow of work across software development teams

Correct Answer: A

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