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ITIL 4 Managing Professional Transition

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QUESTION 1

An organization is attempting to improve the design, development and transition of new services. It recognizes that some ways of working are not focused on creating value.

Which is an example of a working practice that the organization should STOP?

- A. Defining the features and functionality of services by relying on the developers\' previous experience of designing similar systems for customers
- B. Involving users, customers and other stakeholders when communicating desired outcomes in the form of user stories
- C. Designing systems with the continual involvement of customers to ensure that any changes in requirements are understood as early as possible
- D. Involving customers and users in testing activities to understand whether the service meets the customers\' and users\' expectations

Correct Answer: A

QUESTION 2

In service relationships what is a benefit of identifying consumer roles?

- A. It enables effective stakeholder management
- B. It provides shared service expectations
- C. It removes constraints from the customer
- D. It enables a common definition of value

Correct Answer: A

QUESTION 3

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 4

When an organization has initiated an IT transformation project, which 'organizational change management' activity should it carry out FIRST?

A. Create a clear picture of what is changing and why it is valuable

B. Develop a value stream map of the desired future changes

C. Create corrective action plans for staff who are resistant to the change

D. Communicate areas of waste that can be eliminated

Correct Answer: A

QUESTION 5

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

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