

# ITIL-TRANSITION<sup>Q&As</sup>

ITIL 4 Managing Professional Transition

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**QUESTION 1**

Which value chain activity ensures that products deliver stakeholder expectations for quality?

- A. Design and transition
- B. Engage
- C. Obtain/build
- D. Plan

Correct Answer: A

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**QUESTION 2**

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

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**QUESTION 3**

An IT department is able to rapidly develop services that meet functional requirements. However overall satisfaction with these services is low.

Which is the BEST way to start working on developing new services while addressing issues faced by the IT department?

- A. Develop a clear set of system requirements and track each of them from start to finish to ensure that the delivered service meets the stated requirements
- B. Develop a clear understanding of the customers\' intended goals and expectations, and track each of them from start to finish to ensure that the service supports the required outcomes
- C. Involve senior management as early as possible to define requirements and help with \'organizational change management\' to ensure successful implementation of the service
- D. Assess and improve capabilities of IT teams prioritizing areas that are required to deliver the service in a way that meets customer expectations

Correct Answer: B

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**QUESTION 4**

Which can act as an operating model for an organization?

- A. The four dimensions of service management
- B. The service value chain
- C. The ITIL guiding principles
- D. Continual improvement

Correct Answer: B

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**QUESTION 5**

Which concept is PRIMARILY concerned with multiple teams moving to a cross-functional way of working?

- A. Organizational structure
- B. Employee satisfaction measurement
- C. Working to a customer oriented mindset
- D. The value of positive communications

Correct Answer: A

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**QUESTION 6**

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

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**QUESTION 7**

A legacy financial system requires the user to manually enter the time and date of the transaction to meet regulatory requirements. A recent internal audit has shown that these fields are often blank. Which are effective controls that could improve compliance?

1.

Modify the application to automatically add the current time and date when transaction is entered

2.

Establish a communication plan to remind users of the importance of time and date on transactions

3.

Develop a goals cascade so all staff know their role in achieving company goals

4.

Create a report showing non-compliant records and take action to correct

A. 1 and 2

B. 2 and 3

C. 3 and 4

D. 1 and 4

Correct Answer: C

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## QUESTION 8

A web hosting provider has decided to apply more of a 'shift left' approach to service support. The provider knows that users like video tutorials as well as communicating via instant messaging and social networks.

What should the service provider use to expand how users access support and improve the user experience?

A. Omnichannel management

B. Service level management

C. Service interaction method

D. Benefits dependency network

Correct Answer: A

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## QUESTION 9

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

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## QUESTION 10

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

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