

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

ITIL 4 Managing Professional Transition

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**QUESTION 1**

An organization is undergoing a significant cultural change as a result of introducing Agile and DevOps practices. How can managers use Toyota Kata to help employees adjust to these different ways of working?

- A. By encouraging the practicing of routines to unlearn old habits and learn new ones
- B. By creating detailed plans that predetermine how to approach large changes
- C. By making hard decisions for the teams and providing step-by-step guidance
- D. By encouraging widespread changes that involve the teams starting from scratch

Correct Answer: A

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**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

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**QUESTION 3**

Which is an example of results-based measurement and reporting?

- A. Measuring and reporting the number of hours worked by service desk employees
- B. Measuring and reporting the number of supplier-related interruptions to a service
- C. Measuring and reporting the customer satisfaction with closed incidents
- D. Measuring and reporting the cost of providing a service to customers and users

Correct Answer: C

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**QUESTION 4**

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

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#### QUESTION 5

Which is a purpose of the customer journey?

- A. To understand the interactions between the user and the service provider
- B. To maximize the co-creation of value from both an outcome and experience perspective
- C. To understand the service consumer resources required to deliver the service
- D. To maximize the number of contacts with the customer in order to enhance the service

Correct Answer: A

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#### QUESTION 6

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

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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

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 9

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 10

A large service provider with many staff has built a relationship with a customer and agreed a 10-year contract. Both organizations have shared information freely and responded to requests.

Which is MOST LIKELY to be a threat to maintaining the relationship?

- A. Scheduling interactions between customer and service provider
- B. Changes in service provider and customer staff
- C. Failing to explain service provider actions that impact the customer
- D. Failing to deal with communication in a timely fashion

Correct Answer: D

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