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QUESTION 1

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 2

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 3

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 4

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 stones

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 5

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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