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ITIL 4 Managing Professional Transition

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QUESTION 1

An organization supports the users of its services using a tiered structure. There are many specialists in the second- and third-line resolution teams who have worked for the organization for a long time. The organization is in the process of deploying many changes to services. This is likely to result in a large number of complex incidents. In addition, there are long backlogs of work for the second and third-line resolution teams to complete.

Which is the BEST approach or technique to resolve this situation?

- A. Service integration and management
- B. Machine learning
- C. Swarming
- D. An information model

Correct Answer: C

QUESTION 2

Information that is needed to resolve problems is difficult to obtain because IT staff are worried that they will be blamed for mistakes.

Which concept can MOST help to resolve this?

- A. Safety culture
- B. Design thinking
- C. Valuable investments
- D. Agile

Correct Answer: A

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

QUESTION 4

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

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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