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ITIL 4 Managing Professional Transition

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QUESTION 1

A software development team makes many hundreds of small changes every week. Who can BEST make the decision of whether to accept each change?

- A. The IT change manager
- B. The software development manager
- C. The sponsor in the service consumer organization
- D. The other members of the software development team

Correct Answer: D

QUESTION 2

What BEST describes the relationship between planning and risk?

- A. Planning is a high level function, risk management is a tactical activity
- B. Planning should always consider risks and how to mitigate them
- C. Planning focuses on what needs to be accomplished, risk management is part of how work is to be performed
- D. Risk management is the exclusive domain of dedicated risk managers

Correct Answer: B

QUESTION 3

In an organization, a service desk team employs experienced staff who have worked there for many years and have good relationships with support teams. The organization has a good improvement culture, and staff are encouraged to use their experience and identify improvements. They are developing a new policy for handling incidents.

Which is the BEST approach for this new policy?

- A. Ensure that any identified exceptions are excluded from the policy to improve clarity
- B. Ensure that all teams involved in incident resolution collaborate in the development of the policy
- C. Implement the policy to the service desk staff initially before informing other affected support teams
- D. Engage with stakeholders to ensure that as much detail as possible is included in the policy

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

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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