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ITIL 4 Managing Professional Transition

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QUESTION 1

An organization is reviewing the support of its IT services.

Which is an example of an 'outside in' approach?

- A. Understanding how infrastructure and application suppliers are involved in the end-to-end value chain for the support of services
- B. Conducting customer and user satisfaction surveys to gather feedback on how customers and users perceive the support of IT services
- C. Asking for feedback from the internal technical teams to ensure they are able to deliver against the support requirements
- D. Contacting the organization's ITSM software tool provider to learn about software updates which might improve the support of the services

Correct Answer: B

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

QUESTION 3

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

QUESTION 4

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 5

An organization is designing a survey to assess the needs and expectations of its staff.

What is this an example of?

- A. CI/CD
- B. Integration and data sharing
- C. Customer-orientation
- D. Employee satisfaction management

Correct Answer: D

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