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ITIL 4 Managing Professional Transition

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QUESTION 1

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 2

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

QUESTION 3

An organization is planning to communicate information about a new improvement initiative by providing information on the IT portal, sending emails, and holding meetings with affected groups.

Which communication principle are they applying?

- A. Communication is a two-way process
- B. We are all communicating all the time
- C. Timing and frequency matter
- D. There is no single method of communicating

Correct Answer: D



QUESTION 4

An organization is implementing new technology that will significantly improve how they interact with their customers.

Which term BEST describes this situation?

- A. Digital organization
- B. High velocity IT
- C. Digital transformation
- D. IT transformation

Correct Answer: C

QUESTION 5

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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