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ITIL 4 Managing Professional Transition

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QUESTION 1

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 2

A large service provider with many staff has built a relationship with a customer and agreed a 10-year contract. Both organizations have shared information freely and responded to requests.

Which is MOST LIKELY to be a threat to maintaining the relationship?

A. Scheduling interactions between customer and service provider

B. Changes in service provider and customer staff

C. Failing to explain service provider actions that impact the customer

D. Failing to deal with communication in a timely fashion

Correct Answer: D

QUESTION 3

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 4

Which is an example of results-based measurement and reporting?

A. Measuring and reporting the number of hours worked by service desk employees

B. Measuring and reporting the number of supplier-related interruptions to a service

C. Measuring and reporting the customer satisfaction with closed incidents

D. Measuring and reporting the cost of providing a service to customers and users

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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