



# ITIL-TRANSITION<sup>Q&As</sup>

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

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### 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

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### QUESTION 3

An IT department is able to rapidly develop services that meet functional requirements. However overall satisfaction with these services is low.

Which is the BEST way to start working on developing new services while addressing issues faced by the IT department?

- A. Develop a clear set of system requirements and track each of them from start to finish to ensure that the delivered service meets the stated requirements
- B. Develop a clear understanding of the customers' intended goals and expectations, and track each of them from start to finish to ensure that the service supports the required outcomes
- C. Involve senior management as early as possible to define requirements and help with organizational change management to ensure successful implementation of the service



D. Assess and improve capabilities of IT teams prioritizing areas that are required to deliver the service in a way that meets customer expectations

Correct Answer: B

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#### QUESTION 4

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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#### QUESTION 5

Which high velocity IT objective considers an organization's ability to continue providing business services when disruptive events affect its digital products?

- A. Valuable investments
- B. Resilient operations
- C. Fast development
- D. Assured conformance

Correct Answer: B

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