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QUESTION 1

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

QUESTION 2

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 3

Which is a purpose of the customer journey?

A. To understand the interactions between the user and the service provider

B. To maximize the co-creation of value from both an outcome and experience perspective

C. To understand the service consumer resources required to deliver the service

D. To maximize the number of contacts with the customer in order to enhance the service

Correct Answer: A

QUESTION 4

Which is included in onboarding?

1.

 Negotiating service targets with customers

2.

 Building awareness of the new consumer

3.

 Ensuring resources are prepared for service provision

4.

 Designing the service components and infrastructure

A. 1 and 2

B. 2 and 3

C. 3 and 4

D. 1 and 4

Correct Answer: B

QUESTION 5

How should the seven guiding principles be combined when an organization is making a decision?

A. By using all the guiding principles equally when making any decision

B. By using the one or two guiding principles that are most relevant to the specific decision

C. By using the focus on value\\' principle and one or two others that are relevant to the specific decision

D. By reviewing each guiding principle to decide how relevant it is to the specific decision

Correct Answer: D

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