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ITIL 4 Managing Professional Transition

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QUESTION 1

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

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

QUESTION 3

Which statement is CORRECT when considering a transformation to high velocity IT?

- A. All organizations benefit from high velocity
- B. High performance is usually part of the change
- C. High-velocity IT should be applied throughout the organization
- D. Customer-facing systems should be excluded from the change

Correct Answer: B



QUESTION 4

A legacy financial system requires the user to manually enter the time and date of the transaction to meet regulatory requirements. A recent internal audit has shown that these fields are often blank. Which are effective controls that could improve compliance?

1.

Modify the application to automatically add the current time and date when transaction is entered

2.

Establish a communication plan to remind users of the importance of time and date on transactions

3.

Develop a goals cascade so all staff know their role in achieving company goals

4.

Create a report showing non-compliant records and take action to correct

A. 1 and 2

B. 2 and 3

C. 3 and 4

D. 1 and 4

Correct Answer: C

QUESTION 5

Which can act as an operating model for an organization?

A. The four dimensions of service management

B. The service value chain

C. The ITIL guiding principles

D. Continual improvement

Correct Answer: B

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