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ITIL 4 Managing Professional Transition

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QUESTION 1

When an organization has initiated an IT transformation project, which 'organizational change management' activity should it carry out FIRST?

- A. Create a clear picture of what is changing and why it is valuable
- B. Develop a value stream map of the desired future changes
- C. Create corrective action plans for staff who are resistant to the change
- D. Communicate areas of waste that can be eliminated

Correct Answer: A

QUESTION 2

Which concept is PRIMARILY concerned with multiple teams moving to a cross-functional way of working?

- A. Organizational structure
- B. Employee satisfaction measurement
- C. Working to a customer oriented mindset
- D. The value of positive communications

Correct Answer: A

QUESTION 3

Which describes the value driven approach to service design?

- A. The practice of analyzing a business, defining its needs, and recommending solutions that create value for stakeholders
- B. An iterative approach based on frequent feedback, continual experimentation, and learning to ensure value co-creation
- C. A process improvement philosophy that prioritizes flow efficiency over resource efficiency
- D. Designing just enough features to satisfy early customers, and providing feedback for future development

Correct Answer: A

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 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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