



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

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 stories
- 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

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### QUESTION 2

An organization is implementing new technology that will significantly improve how they interact with their customers.

Which term BEST describes this situation?

- A. Digital organization
- B. High velocity IT
- C. Digital transformation
- D. IT transformation

Correct Answer: C

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### QUESTION 3

From the perspective of a service provider how does the digital product lifecycle start?

- A. With the onboarding of customers
- B. With the exploration of market opportunities
- C. With the co creation of value
- D. With the offboarding of customers

Correct Answer: B

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#### QUESTION 4

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

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#### QUESTION 5

Which statement about user communities is CORRECT?

- A. User communities are created by service providers to investigate the cause of problems
- B. Communities set up by users may be recognized and supported by service providers
- C. Informal user communities should be disbanded and merged into official groups
- D. Every user community should have at least one super-user

Correct Answer: B

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