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ITIL 4 Managing Professional Transition





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QUESTION 1

Which charging mechanism could cause the price of a service to change depending on the time of day?

- A. Cost
- B. Cost plus
- C. Market price
- D. Differential charging

Correct Answer: D

QUESTION 2

Which BEST describes the primary role of a governing body?

- A. To establish and regularly review the goals cascade throughout the organization
- B. To develop and regularly review IT measures and metrics
- C. To annually review and approval of IT projects to maximize business value
- D. To establish and regularly review the effectiveness of risk management and internal controls

Correct Answer: D

QUESTION 3

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

QUESTION 4

Which value chain activity ensures that products deliver stakeholder expectations for quality?

- A. Design and transition



B. Engage

C. Obtain/build

D. Plan

Correct Answer: A

QUESTION 5

A service provider is in a partnership relationship with a service consumer. The services provided are complex with new functionality and improvements constantly being developed using agile methods.

Which is the BEST approach for validating service value?

A. Perform ad-hoc service reviews and produce reports of service outputs

B. Work together to identify methods of checking service value and check that value propositions are still valid

C. Produce service level reports and an analysis of the cost and risks of service delivery

D. Regularly perform user satisfaction surveys and an analysis of the costs and risks removed from the service consumer

Correct Answer: D

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