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ITIL 4 Managing Professional Transition

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QUESTION 1

In service relationships what is a benefit of identifying consumer roles?

- A. It enables effective stakeholder management
- B. It provides shared service expectations
- C. It removes constraints from the customer
- D. It enables a common definition of value

Correct Answer: A

QUESTION 2

Which is an example of results-based measurement and reporting?

- A. Measuring and reporting the number of hours worked by service desk employees
- B. Measuring and reporting the number of supplier-related interruptions to a service
- C. Measuring and reporting the customer satisfaction with closed incidents
- D. Measuring and reporting the cost of providing a service to customers and users

Correct Answer: C

QUESTION 3

An organization is designing a survey to assess the needs and expectations of its staff.

What is this an example of?

- A. CI/CD
- B. Integration and data sharing
- C. Customer-orientation
- D. Employee satisfaction management

Correct Answer: D

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 software development team makes many hundreds of small changes every week. Who can BEST make the decision of whether to accept each change?

A. The IT change manager

B. The software development manager

C. The sponsor in the service consumer organization

D. The other members of the software development team

Correct Answer: D

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