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ITIL 4 Managing Professional Transition

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QUESTION 1

A large service provider with many staff has built a relationship with a customer and agreed a 10-year contract. Both organizations have shared information freely and responded to requests.

Which is MOST LIKELY to be a threat to maintaining the relationship?

- A. Scheduling interactions between customer and service provider
- B. Changes in service provider and customer staff
- C. Failing to explain service provider actions that impact the customer
- D. Failing to deal with communication in a timely fashion

Correct Answer: D

QUESTION 2

An organization is planning to communicate information about a new improvement initiative by providing information on the IT portal, sending emails, and holding meetings with affected groups.

Which communication principle are they applying?

- A. Communication is a two-way process
- B. We are all communicating all the time
- C. Timing and frequency matter
- D. There is no single method of communicating

Correct Answer: D

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

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 5

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

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