



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

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

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### QUESTION 2

Which is a method for value-driven, data-driven and user-centered service design?

- A. Stakeholder analysis
- B. Balanced scorecard
- C. Design thinking
- D. The MoSCoW method

Correct Answer: C

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### QUESTION 3

An IT department is able to rapidly develop services that meet functional requirements. However overall satisfaction with these services is low.

Which is the BEST way to start working on developing new services while addressing issues faced by the IT department?

- A. Develop a clear set of system requirements and track each of them from start to finish to ensure that the delivered service meets the stated requirements
- B. Develop a clear understanding of the customers' intended goals and expectations, and track each of them from start to finish to ensure that the service supports the required outcomes
- C. Involve senior management as early as possible to define requirements and help with organizational change management to ensure successful implementation of the service
- D. Assess and improve capabilities of IT teams prioritizing areas that are required to deliver the service in a way that meets customer expectations

Correct Answer: B

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#### QUESTION 4

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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#### QUESTION 5

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

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#### QUESTION 6

Which statement is CORRECT when considering a transformation to high velocity IT?

- A. All organizations benefit from high velocity
- B. High performance is usually part of the change
- C. High-velocity IT should be applied throughout the organization
- D. Customer-facing systems should be excluded from the change

Correct Answer: B

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#### QUESTION 7

What BEST describes the relationship between planning and risk?

- A. Planning is a high level function, risk management is a tactical activity



- B. Planning should always consider risks and how to mitigate them
- C. Planning focuses on what needs to be accomplished, risk management is part of how work is to be performed
- D. Risk management is the exclusive domain of dedicated risk managers

Correct Answer: B

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#### QUESTION 8

An organization with established processes for managing incidents, changes, and problems, receives a high volume of calls from users complaining that their issues are not being resolved efficiently.

What is the FIRST step the organization should take to start to improve the situation?

- A. Use value stream mapping to help understand the end-to-end flow of user support
- B. Encourage teams to collaborate so they can focus on value for users
- C. Improve the integration of tools to ensure there are no gaps between processes
- D. Review skills and competencies of user support staff to ensure they have the required capability

Correct Answer: A

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#### QUESTION 9

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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#### QUESTION 10

The CIO of a large multi-national organization has noticed that the whole IT department are performing poorly. The CIO is committed to changing the behaviour patterns of their staff to improve performance across the whole IT department.

Which of the following will BEST help to improve staff behaviour?

- A. Running safe to fail experiments that provide learning opportunities



- B. Comparing the cost of delay between work items to ensure that financially valuable work is prioritized
- C. Implementing CI/CD tools to deploy software quickly
- D. Adopting Kanban boards to visualise the flow of work across software development teams

Correct Answer: A

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