



# **Free Questions for *ITIL-4-Transition* by *dumpssheet***

**Shared by *Robbins* on *12-12-2023***

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## Question 1

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**Question Type:** MultipleChoice

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An organization wants to become more efficient by reducing the amount of unnecessary work they do. Which approach would be MOST helpful?

**Options:**

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- A- Site reliability engineering
- B- Lean OK
- C- Safety culture
- D- DevOps

**Answer:**

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B

## Question 2

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**Question Type:** MultipleChoice

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What do Lean and Agile consider a barrier to high performance?

**Options:**

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- A- Large batch sizes of work
- B- Pulling versus pushing work
- C- Making work visible
- D- Limiting work-in-progress

**Answer:**

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A

## Question 3

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**Question Type: MultipleChoice**

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An organization wants to introduce a new service. There are many teams that will contribute to the design, development and transition of the service. Which approach should the organization follow when creating a value stream for this new service?

**Options:**

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- A-** Create one value stream for the entire project, to enable an end-to-end, holistic vision of the service
- B-** Create separate value streams for practices, people, tools and suppliers, to ensure that 'four dimensions' are considered equally
- C-** Create separate value streams for every project phase, to ensure that each milestone is achieved in an Agile manner
- D-** Create one value stream for each team, to allow the teams to focus on their different objectives

**Answer:**

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A

## Question 4

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**Question Type: MultipleChoice**

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A designer has been asked by an organization to design a new office chair. The designer has proposed a plan that they have been asked to validate. In 'design thinking', what should the designer do to BEST validate the plan

**Options:**

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- A-** Ask the user to communicate their needs for the chair

- B-** Ask the user to provide feedback on a prototype of the chair
- C-** Adopt the user's point of view of using the chair
- D-** Decide for the user what is important for the chair

**Answer:**

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B

## Question 5

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**Question Type:** MultipleChoice

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Which describes the customer journey?

**Options:**

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- A-** The actions that the user undertakes to be able to use the service
- B-** The end-to-end experience customers have with service providers
- C-** The actions that the service provider takes to attract new customers
- D-** The experience the service user gets from the service provider

**Answer:**

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B

## Question 6

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**Question Type:** MultipleChoice

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A service support agents adjusts support actions following a call form a frustrated user. Which concept describes this behavior?

**Options:**

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**A-** Team Culture

**B-** Customer orientation

**C-** Positive communication

**D-** Employee satisfaction management

**Answer:**

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B

## Question 7

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**Question Type:** MultipleChoice

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An organization has IT divisions distributed globally. As the organization has grown, it has become difficult to align the activities of the IT divisions with the organization 's objectives

How can the organization ensure that all IT activities are aligned with the organization 's objectives?

### Options:

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- A-** Pories risk mitigation strategies in alignment with the organization 's risk appetite
- B-** Put compliance controls in place to ensure that all centers of expertise are following the same practices
- C-** Collect feedback from both organizational and IT leadership from each region
- D-** Establish increasingly detailed objectives at each level of the organization that align directly with the objectives of the layer above

### Answer:

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D

## Question 8

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**Question Type: MultipleChoice**

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Which two stakeholders co-create value in the service relationship?

**Options:**

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- A- The consumer and provider
- B- The provider and supplier
- C- The investor and consumer
- D- The investor and supplier

**Answer:**

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A

## Question 9

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**Question Type: MultipleChoice**

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A software development team is intending to develop many new applications and services. They will need contributions from various practices to achieve this. How should these activities be combined?



**Options:**

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- A-** A value stream should be designed to include activities from all practices that are needed
- B-** The software development manager should define requirements for all practices and ensure that they contribute to the over all service
- C-** Each pratice should define the outputs it will produce and the required inputs it needs to succeed
- D-** Practices should operate as suppliers to each other, using guidance form the 'supplier management' practice

**Answer:**

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A

## Question 10

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**Question Type: MultipleChoice**

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A customer is retiring a service and has terminated the contract for the service with the service provider. The service provider will continue to deliver other services to the customer. Which should the service provider include in the plans to off board the service?

**Options:**

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- A- Ensuring that user access rights are revoked for all services
- B- Providing information to users about how to contact the service desk
- C- Creating training schedules for users on how to use the service
- D- Identifying and making request for outstanding payments for the service

**Answer:**

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D

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