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Question 1

Question Type: MultipleChoice

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

Options:

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

Answer:

C

Question 2

Question Type: MultipleChoice

An organization is reviewing the support of its IT services.

Which is an example of an 'outside in' approach?

Options:

- A-** Understanding how infrastructure and application suppliers are involved in the end-to-end value chain for the support of services
- B-** Conducting customer and user satisfaction surveys to gather feedback on how customers and users perceive the support of IT services
- C-** Asking for feedback from the internal technical teams to ensure they are able to deliver against the support requirements
- D-** Contacting the organization's ITSM software tool provider to learn about software updates which might improve the support of the services

Answer:

B

Question 3

Question Type: MultipleChoice

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

Options:

A- Cost

B- Cost plus

C- Market price

D- Differential charging

Answer:

D

Question 4

Question Type: MultipleChoice

Which BEST describes the primary role of a governing body?

Options:

- 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

Answer:

D

Question 5

Question Type: MultipleChoice

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?

Options:

- 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

Answer:

A

Question 6

Question Type: MultipleChoice

An organization is reviewing the support of its IT services.

Which is an example of an 'outside in' approach?

Options:

- A-** Understanding how infrastructure and application suppliers are involved in the end-to-end value chain for the support of services
- B-** Conducting customer and user satisfaction surveys to gather feedback on how customers and users perceive the support of IT services

C- Asking for feedback from the internal technical teams to ensure they are able to deliver against the support requirements

D- Contacting the organization's ITSM software tool provider to learn about software updates which might improve the support of the services

Answer:

B

Question 7

Question Type: MultipleChoice

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

Options:

A- Cost

B- Cost plus

C- Market price

D- Differential charging

Answer:

D

Question 8

Question Type: MultipleChoice

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?

Options:

- 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

Answer:

A

Question 9

Question Type: MultipleChoice

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

Options:

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

Answer:

C

Question 10

Question Type: MultipleChoice

Which BEST describes the primary role of a governing body?

Options:

- 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

Answer:

D

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