



Free Questions for *ITIL-4-Transition* by *ebraindumps*

Shared by Dale on 15-04-2024

For More Free Questions and Preparation Resources

Check the Links on Last Page

Question 1

Question Type: MultipleChoice

Which is included in onboarding?

1. Negotiating service targets with customers
2. Building awareness of the new consumer
3. Ensuring resources are prepared for service provision
4. Designing the service components and infrastructure

Options:

A- 1 and 2

B- 2 and 3

C- 3 and 4

D- 1 and 4

Answer:

B

Question 2

Question Type: MultipleChoice

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?

Options:

- 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

Answer:

D

Question 3

Question Type: MultipleChoice

Which are elements of the service value system?

Options:

- A- Service provision, service consumption, service relationship management
- B- Governance, service value chain, practices
- C- Outcomes, utility, warranty
- D- Customer value, stakeholder value, organization

Answer:

B

Question 4

Question Type: MultipleChoice

Which ITIL guiding principle recommends using existing services, processes and tools when improving services?

Options:

- A- Progress iteratively with feedback
- B- Keep it simple and practical
- C- Start where you are
- D- Focus on value

Answer:

C

Question 5

Question Type: MultipleChoice

A legacy financial system requires the user to manually enter the time and date of the transaction to meet regulatory requirements. A recent internal audit has shown that these fields are often blank.

Which are effective controls that could improve compliance?

1. Modify the application to automatically add the current time and date when transaction is entered
2. Establish a communication plan to remind users of the importance of time and date on transactions
3. Develop a goals cascade so all staff know their role in achieving company goals
4. Create a report showing non-compliant records and take action to correct

Options:

- A- 1 and 2
- B- 2 and 3
- C- 3 and 4
- D- 1 and 4

Answer:

C

Question 6

Question Type: MultipleChoice

An organization is implementing new technology that will significantly improve how they interact with their customers.

Which term BEST describes this situation?

Options:

- A- Digital organization
- B- High velocity IT
- C- Digital transformation
- D- IT transformation

Answer:

C

Question 7

Question Type: MultipleChoice

How should the seven guiding principles be combined when an organization is making a decision?

Options:

- A- By using all the guiding principles equally when making any decision
- B- By using the one or two guiding principles that are most relevant to the specific decision
- C- By using the focus on value' principle and one or two others that are relevant to the specific decision
- D- By reviewing each guiding principle to decide how relevant it is to the specific decision

Answer:

D

Question 8

Question Type: MultipleChoice

From the perspective of a service provider how does the digital product lifecycle start?

Options:

- A- With the onboard mg of customers

- B- With the exploration of market opportunities
- C- With the co creation of value
- D- With the offboarding of customers

Answer:

B

Question 9

Question Type: MultipleChoice

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?

Options:

- 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 toots to deploy software quickly
- D- Adopting Kanban boards to visualise the flow of work across software development teams

Answer:

A

Question 10

Question Type: MultipleChoice

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?

Options:

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

Answer:

B

Question 11

Question Type: MultipleChoice

What do design thinking and service-dominant logic have in common?

Options:

A- Both require clearly defined requirements and acceptance criteria

- B-** Both involve collaborating with customers to ensure their needs are met
- C-** Both focus on product functionality and on building new features
- D-** Both focus solely on the needs and problems of the consumers

Answer:

B

Question 12

Question Type: MultipleChoice

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?

Options:

- 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

Answer:

D

To Get Premium Files for ITIL-4-Transition Visit

<https://www.p2pexams.com/products/itil-4-transition>

For More Free Questions Visit

<https://www.p2pexams.com/peoplecert/pdf/itil-4-transition>

