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QUESTION 1

Which high velocity IT objective considers an organization\\\'s ability to continue providing business services when disruptive events affect its digital products?

A. Valuable investments

B. Resilient operations

C. Fast development

D. Assured conformance

Correct Answer: B

QUESTION 2

An organization is reviewing the support of its IT services.

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

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

Correct Answer: B

QUESTION 3

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

QUESTION 4

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

QUESTION 5

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

Which term BEST describes this situation?

A. Digital organization

B. High velocity IT

C. Digital transformation

D. IT transformation

Correct Answer: C

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