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**QUESTION 1**

An organization's lead times and the flow of tasks across value streams are being impacted because tasks often sit waiting in queues.

Which technique can be used to overcome this challenge?

- A. Clarifying definition of done
- B. Introducing a push system
- C. Increasing batch sizes
- D. Limiting work-in-progress

Correct Answer: D

QUESTION 2

Which concept is PRIMARILY concerned with multiple teams moving to a cross-functional way of working?

- A. Organizational structure
- B. Employee satisfaction measurement
- C. Working to a customer oriented mindset
- D. The value of positive communications

Correct Answer: A

QUESTION 3

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

QUESTION 4

A web hosting provider has decided to apply more of a 'shift left' approach to service support. The provider knows that users like video tutorials as well as communicating via instant messaging and social networks.



What should the service provider use to expand how users access support and improve the user experience?

- A. Omnichannel management
- B. Service level management
- C. Service interaction method
- D. Benefits dependency network

Correct Answer: A

QUESTION 5

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

A. 1 and 2

B. 2 and 3

C. 3 and 4

D. 1 and 4

Correct Answer: C

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