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QUESTION 1

Information that is needed to resolve problems is difficult to obtain because IT staff are worried that they will be blamed for mistakes.

Which concept can MOST help to resolve this?

- A. Safety culture
- B. Design thinking
- C. Valuable investments
- D. Agile

Correct Answer: A

QUESTION 2

An organization is designing a survey to assess the needs and expectations of its staff.

What is this an example of?

- A. CI/CD
- B. Integration and data sharing
- C. Customer-orientation
- D. Employee satisfaction management

Correct Answer: D

QUESTION 3

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?

- 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

Correct Answer: D



QUESTION 4

A large service provider with many staff has built a relationship with a customer and agreed a 10-year contract. Both organizations have shared information freely and responded to requests.

Which is MOST LIKELY to be a threat to maintaining the relationship?

- A. Scheduling interactions between customer and service provider
- B. Changes in service provider and customer staff
- C. Failing to explain service provider actions that impact the customer
- D. Failing to deal with communication in a timely fashion

Correct Answer: D

QUESTION 5

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

- A. Cost
- B. Cost plus
- C. Market price
- D. Differential charging

Correct Answer: D

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