

ITIL-TRANSITION Q&As

ITIL 4 Managing Professional Transition

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QUESTION 1

Which value chain activity ensures that products deliver stakeholder expectations for quality?

- A. Design and transition
- B. Engage
- C. Obtain/build
- D. Plan

Correct Answer: A

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

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

- 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

Correct Answer: B

QUESTION 4

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?



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

Correct Answer: D

QUESTION 5

A company has begun a new global line of business that has changed how IT supports the new systems. Recognizing the urgent need for two-way communication on the required changes, IT managers are trying to find better ways to obtain feedback than a standing agenda at staff meetings.

Which describes the BEST approach for establishing effective feedback channels?

- A. Research how individual teams communicate internally and use the most popular collaboration tools to collect feedback
- B. Establish office hours where staff are encouraged to drop by without appointments and discuss any concerns they have
- C. Initiate a project to select and implement a collaboration tool to facilitate two-way communication with staff
- D. Publish a printed weekly newsletter that clearly and consistently communicates change

Correct Answer: C

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