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QUESTION 1

When an organization has initiated an IT transformation project, which 'organizational change management' activity should it carry out FIRST?

- A. Create a clear picture of what is changing and why it is valuable
- B. Develop a value stream map of the desired future changes
- C. Create corrective action plans for staff who are resistant to the change
- D. Communicate areas of waste that can be eliminated

Correct Answer: A

QUESTION 2

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

- 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

Correct Answer: B

QUESTION 3

In service relationships what is a benefit of identifying consumer roles?

- A. It enables effective stakeholder management
- B. It provides shared service expectations
- C. It removes constraints from the customer
- D. It enables a common definition of value

Correct Answer: A

QUESTION 4

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

QUESTION 5

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?

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

Correct Answer: A

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