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ITIL 4 Managing Professional Transition

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QUESTION 1

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

QUESTION 2

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 3

Which statement is CORRECT when considering a transformation to high velocity IT?

A. All organizations benefit from high velocity

B. High performance is usually part of the change

C. High-velocity IT should be applied throughout the organization

D. Customer-facing systems should be excluded from the change

Correct Answer: B

QUESTION 4

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 5

An organization is attempting to improve the design, development and transition of new services. It recognizes that some ways of working are not focused on creating value.

Which is an example of a working practice that the organization should STOP?

A. Defining the features and functionality of services by relying on the developers\\\' previous experience of designing similar systems for customers

B. Involving users, customers and other stakeholders when communicating desired outcomes in the form of user stones

C. Designing systems with the continual involvement of customers to ensure that any changes in requirements are understood as early as possible

D. Involving customers and users in testing activities to understand whether the service meets the customers\\\' and users\\\' expectations

Correct Answer: A

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