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QUESTION 1

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 toots to deploy software quickly

D. Adopting Kanban boards to visualise the flow of work across software development teams

Correct Answer: A

QUESTION 2

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 3

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

QUESTION 4

Which is a method for value-driven, data-driven and user-centered service design?

A. Stakeholder analysis

B. Balanced scorecard

C. Design thinking

D. The MoSCoW method

Correct Answer: C

QUESTION 5

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

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