



# ITIL-TRANSITION<sup>Q&As</sup>

ITIL 4 Managing Professional Transition

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### QUESTION 1

A software development team makes many hundreds of small changes every week. Who can BEST make the decision of whether to accept each change?

- A. The IT change manager
- B. The software development manager
- C. The sponsor in the service consumer organization
- D. The other members of the software development team

Correct Answer: D

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### QUESTION 2

In an organization, a service desk team employs experienced staff who have worked there for many years and have good relationships with support teams. The organization has a good improvement culture, and staff are encouraged to use their experience and identify improvements. They are developing a new policy for handling incidents.

Which is the BEST approach for this new policy?

- A. Ensure that any identified exceptions are excluded from the policy to improve clarity
- B. Ensure that all teams involved in incident resolution collaborate in the development of the policy
- C. Implement the policy to the service desk staff initially before informing other affected support teams
- D. Engage with stakeholders to ensure that as much detail as possible is included in the policy

Correct Answer: B

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### QUESTION 3

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

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#### QUESTION 4

A service provider is in a partnership relationship with a service consumer. The services provided are complex with new functionality and improvements constantly being developed using agile methods.

Which is the BEST approach for validating service value?

- A. Perform ad-hoc service reviews and produce reports of service outputs
- B. Work together to identify methods of checking service value and check that value propositions are still valid
- C. Produce service level reports and an analysis of the cost and risks of service delivery
- D. Regularly perform user satisfaction surveys and an analysis of the costs and risks removed from the service consumer

Correct Answer: D

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#### QUESTION 5

An IT department is able to rapidly develop services that meet functional requirements. However overall satisfaction with these services is low.

Which is the BEST way to start working on developing new services while addressing issues faced by the IT department?

- A. Develop a clear set of system requirements and track each of them from start to finish to ensure that the delivered service meets the stated requirements
- B. Develop a clear understanding of the customers' intended goals and expectations, and track each of them from start to finish to ensure that the service supports the required outcomes
- C. Involve senior management as early as possible to define requirements and help with organizational change management to ensure successful implementation of the service
- D. Assess and improve capabilities of IT teams prioritizing areas that are required to deliver the service in a way that meets customer expectations

Correct Answer: B

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#### QUESTION 6

Which ITIL guiding principle recommends using existing services, processes and tools when improving services?

- A. Progress iteratively with feedback
- B. Keep it simple and practical
- C. Start where you are
- D. Focus on value

Correct Answer: C

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### QUESTION 7

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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### QUESTION 8

Which is included in onboarding?

1.  
Negotiating service targets with customers
2.  
Building awareness of the new consumer
3.  
Ensuring resources are prepared for service provision
4.  
Designing the service components and infrastructure

- A. 1 and 2
- B. 2 and 3
- C. 3 and 4
- D. 1 and 4

Correct Answer: B

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### QUESTION 9

How should the seven guiding principles be combined when an organization is making a decision?

- A. By using all the guiding principles equally when making any decision
- B. By using the one or two guiding principles that are most relevant to the specific decision



- C. By using the focus on value\\ principle and one or two others that are relevant to the specific decision
- D. By reviewing each guiding principle to decide how relevant it is to the specific decision

Correct Answer: D

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#### QUESTION 10

Which BEST describes the primary role of a governing body?

- A. To establish and regularly review the goals cascade throughout the organization
- B. To develop and regularly review IT measures and metrics
- C. To annually review and approval of IT projects to maximize business value
- D. To establish and regularly review the effectiveness of risk management and internal controls

Correct Answer: D

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