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ITIL-4-TRANSITION Exam

ITIL 4 Managing Professional Transition

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Question: 1

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?

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

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

Answer: A

Question: 3

An organization is undergoing a significant cultural change as a result of introducing Agile and DevOps practices.
How can managers use Toyota Kata to help employees adjust to these different ways of working?

A. By encouraging the practicing of routines to unlearn old habits and learn new ones
B. By creating detailed plans that predetermine how to approach large changes
C. By making hard decisions for the teams and providing step-by-step guidance
D. By encouraging widespread changes that involve the teams starting from scratch

Answer: A

Question: 4

Which statement about user communities is CORRECT?

A. User communities are created by service providers to investigate the cause of problems
B. Communities set up by users may be recognized and supported by service providers
C. Informal user communities should be disbanded and merged into official groups
D. Every user community should have at least one super-user

Answer: B

Question: 5

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

Answer: A

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