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## Question 1

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**Question Type:** MultipleChoice

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

### Options:

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- 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

### Answer:

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B

## Question 2

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**Question Type:** MultipleChoice

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An organization is designing a survey to assess the needs and expectations of its staff.

What is this an example of?

**Options:**

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A- CI/CD

B- Integration and data sharing

C- Customer-orientation

D- Employee satisfaction management

**Answer:**

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D

## Question 3

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**Question Type: MultipleChoice**

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An organization supports the users of its services using a tiered structure. There are many specialists in the second- and third-line resolution teams who have worked for the organization for a long time. The

organization is in the process of deploying many changes to services. This is likely to result in a large number of complex incidents. In addition, there are long backlogs of work for the second and third-line resolution teams to complete.

Which is the BEST approach or technique to resolve this situation?

**Options:**

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- A- Service integration and management
- B- Machine learning
- C- Swarming
- D- An information model

**Answer:**

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C

## Question 4

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**Question Type:** MultipleChoice

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Which concept is PRIMARILY concerned with multiple teams moving to a cross-functional way of working?

**Options:**

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- A- Organizational structure
- B- Employee satisfaction measurement
- C- Working to a customer oriented mindset
- D- The value of positive communications

**Answer:**

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A

## Question 5

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**Question Type: MultipleChoice**

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Which is an example of results-based measurement and reporting?

**Options:**

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- A- Measuring and reporting the number of hours worked by service desk employees
- B- Measuring and reporting the number of supplier-related interruptions to a service
- C- Measuring and reporting the customer satisfaction with closed incidents
- D- Measuring and reporting the cost of providing a service to customers and users

**Answer:**

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C

## Question 6

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**Question Type: MultipleChoice**

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Information that is needed to resolve problems is difficult to obtain because IT staff are worried that they will be blamed for mistakes.

Which concept can MOST help to resolve this?

**Options:**

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- A- Safety culture
- B- Design thinking
- C- Valuable investments
- D- Agile

**Answer:**

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A

## Question 7

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**Question Type:** MultipleChoice

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

**Options:**

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- 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:**

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A

## Question 8

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**Question Type: MultipleChoice**

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Which statement about user communities is CORRECT?

**Options:**

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- 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:**

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B

## Question 9

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**Question Type:** MultipleChoice

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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?

### Options:

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- 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:

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A

## Question 10

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**Question Type:** MultipleChoice

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Which value chain activity ensures that products deliver stakeholder expectations for quality?

**Options:**

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- A- Design and transition
- B- Engage
- C- Obtain/build
- D- Plan

**Answer:**

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A

## Question 11

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**Question Type:** MultipleChoice

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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?

**Options:**

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A- Clarifying definition of done'

B- Introducing a push system

C- Increasing batch sizes

D- Limiting work-in-progress

**Answer:**

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D

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