

Free Questions for ITIL-4-Specialist-High-velocity-IT

Shared by Farley on 04-10-2024

For More Free Questions and Preparation Resources

Check the Links on Last Page

Question 1

Question Type: MultipleChoice

An organization is undergoing a digital transformation. New behaviour patterns are encouraged among the teams. Many employees have adopted these patterns, but others are reluctant and unsure. An anonymous survey conducted by the leadership team highlighted that some team members avoid experimentation and prefer to search or wait for a single correct solution.

Which TWO key behaviour patterns are MOST LIKELY to be affected by this attitude?

1. Accept ambiguity and uncertainty
2. Commit to continual learning
3. Help get customers' jobs done
4. Trust and be trusted

Options:

A- 3 and 4

B- 1 and 4

C- 1 and 2

D- 2 and 3

Answer:

C

Question 2

Question Type: MultipleChoice

Which is the MAIN reason for service providers to encourage feedback on service provision?

Options:

A- To provide sources of continual improvement of services and practices

B- To allow the service consumer to identify potential super-users

C- To establish which user communities are providing most value

D- To allow service consumers to compare service providers

Answer:

A

Question 3

Question Type: MultipleChoice

After completing an online training course, the employees of an organization are better equipped to utilize digital systems.

Which mid-level goal is supported by this training?

Options:

- A- Resilient operations
- B- Fast development
- C- Valuable investments
- D- Co-created value

Answer:

D

Question 4

Question Type: MultipleChoice

Which guiding principle is PRIMARILY concerned with consumer's revenue and growth?

Options:

- A- Progress iteratively with feedback
- B- Keep it simple and practical
- C- Optimize and automate
- D- Focus on value

Answer:

D

Question 5

Question Type: MultipleChoice

Which dimension of service management considers governance, management, and communication?

Options:

- A- Information and technology
- B- Partners and suppliers
- C- Organizations and people
- D- Value streams and processes

Answer:

C

Question 6

Question Type: MultipleChoice

An organization that has been successful in the past is now struggling to succeed in a highly competitive industry. Customer expectations that are changing in unpredictable ways, and unclear user requirements, are making it difficult for the organization to decide a course of action. Several conflicting approaches have been suggested.

In the context of the Cynefin framework, which approach would BEST enable the organization to progress?

Options:

- A- Ask experts to analyse the options and provide a recommendation
- B- Set clear objectives and apply proven best practices
- C- Take quick action to stabilize the situation
- D- Use safe-to-fail experiments to collect knowledge

Answer:

D

Question 7

Question Type: MultipleChoice

An IT department in a large enterprise has been managing a service that is core to the enterprise's strategy and objectives. Recently, the quality of a service has been falling. Investigations have revealed that the service team works on resolving incidents, requests and

problems, and also development, testing, and releasing new functionality. Due to the mixed workload, the team are unable to complete many tasks to the level of quality required.

Which approach would MOST LIKELY help in this situation?

Options:

- A-** Use forecasting techniques to model workload over time and ensure that the team has the right number of people with required skills to meet the workload
- B-** Outsource the incident, request and problem workload to a managed services provider, so that the service team can focus on developing new functionality quickly
- C-** Reduce the demand for new functionality so that the overall workload is at a level that the service team can manage without becoming overwhelmed
- D-** Adjust incident resolution and request fulfilment SLAs so that the customer service team has more time to resolve issues without breaking their formal commitments

Answer:

A

Question 8

Question Type: MultipleChoice

A manager often focuses on avoiding risk, and blames staff when things go wrong. The manager also does not listen to suggestions and allow experimentation. This has resulted in a lack of innovation in the manager's team, and several of the team's senior members have left the organization.

Which behaviours from safety culture would allow this manager to increase innovation and retain more staff?

1. Focus on inclusion and ignore toxic relationships
2. Treat failures as improvement opportunities
3. Encourage continual organizational learning
4. Encourage collaboration and discourage conflict

Options:

A- 2 and 3

B- 1 and 4

C- 1 and 2

D- 3 and 4

Answer:

A

To Get Premium Files for ITIL-4-Specialist-High-velocity-IT Visit

<https://www.p2pexams.com/products/itil-4-specialist-high-velocity-it>

For More Free Questions Visit

<https://www.p2pexams.com/peoplecert/pdf/itil-4-specialist-high-velocity-it>

