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

Shared by Velazquez on 03-10-2024

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Question 1

Question Type: MultipleChoice

An organization is a market leader for software that has seen a sharp decline in local installations of its software. Customers are increasingly preferring its subscription-based cloud solution. As the company rapidly adapts its product offering to favour subscription-based cloud solutions, some people within the company do not agree with the new focus.

Which method would be effective in ensuring that the change in focus is supported across the organization?

Options:

A- Identify key internal stakeholders and develop a communication plan to address their concerns

B- Ensure the company vision and mission are visible to everyone across the organization

C- Develop detailed service descriptions and design documentation

D- Survey key customers who recently moved to the cloud solution

Answer:

A

Question 2

Question Type: MultipleChoice

Which BEST describes the primary role of a governing body?

Options:

A- To develop and regularly review IT measurements and metrics

B- To establish and regularly review the goals cascade throughout the organization

C- To establish and regularly review the effectiveness of risk management and internal controls

D- To annually review and approve IT projects to maximize business value

Answer:

C

Question 3

Question Type: MultipleChoice

A service provider is planning a major change to its services and the way it delivers them. The project will include many changes to the working practices of staff. The service provider expects resistance to these changes and would like to manage communication in a sensitive way.

Which is the MOST appropriate approach?

Options:

A- Send an email to the affected staff and ensure that as much detail as possible is included

B- Use instant messaging for both communicating and receiving feedback to ensure a quick response for all affected staff

C- Use a mix of communication methods and ensure that any feedback received is shared openly on a public forum

D- Use a mix of communication methods and ensure that a feedback mechanism is included that allows anonvmitv to be retained

Answer:

D

Question 4

Question Type: **MultipleChoice**

What helps people to understand the value of an initiative, and reduces their resistance?

Options:

A- Measurement cascades

B- Continual improvement

C- Organizational change management

D- Change enablement

Answer:

C

Question 5

Question Type: MultipleChoice

An IT team in a large multinational organization wants to document the work they do by using value streams.

What should they do FIRST?

Options:

A- Agree on the appropriate level of detail and perspective describing the value stream

B- Start a request for proposal (RFP) exercise to find a consultant who can document the value streams

C- Identify all the practices the organization is currently using

D- Make the team aware of the organization's governance policies

Answer:

A

Question 6

Question Type: **MultipleChoice**

Which joint activity performed by a service provider and service consumer ensures continual value co-creation?

Options:

A- Service offering

B- Service relationship management

C- Service consumption

D- Service provision

Answer:

B

Question 7

Question Type: MultipleChoice

Which value chain activity communicates the current status of all four dimensions of service management?

Options:

A- Improve

B- Engage

C- Plan

D- Obtain/build

Answer:

C

Question 8

Question Type: MultipleChoice

An employee has some concerns at work but does not share this information with others because they fear that this

would damage their reputation and position.

What is PRIMARILY concerned with preventing this situation?

Options:

A- Integration of duties

B- Toyota Kata

C- Design thinking

D- Safety culture

Answer:

D

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