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ITIL 4 Managing Professional Transition Exam

ITIL ITIL-4-Transition

Version Demo

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QUESTION NO: 1

A large service provider with many staff has built a relationship with a customer and agreed a 10-year contract. Both organizations have shared information freely and responded to requests.

Which is MOST LIKELY to be a threat to maintaining the relationship?

A. Scheduling interactions between customer and service provider

B. Changes in service provider and customer staff

C. Failing to explain service provider actions that impact the customer

D. Failing to deal with communication in a timely fashion

ANSWER: D

QUESTION NO: 2

Which high velocity IT objective considers an organization's ability to continue providing business services when disruptive events affect its digital products?

A. Valuable investments

B. Resilient operations

C. Fast development

D. Assured conformance

ANSWER: B

QUESTION NO: 3

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

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: C

QUESTION NO: 4

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

ANSWER: D

QUESTION NO: 5

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

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: B