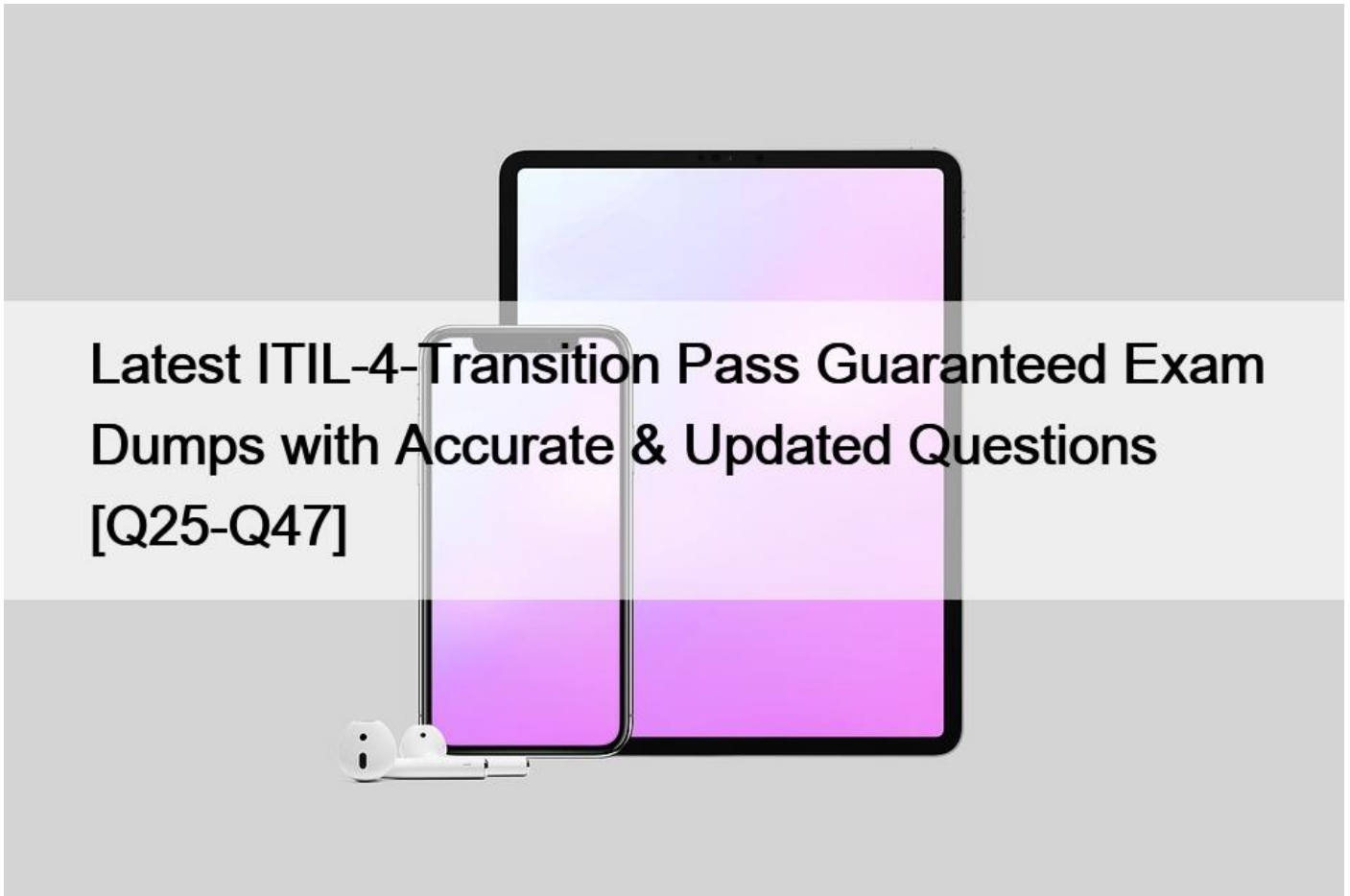


## Latest ITIL-4-Transition Pass Guaranteed Exam Dumps with Accurate & Updated Questions [Q25-Q47]



Latest ITIL-4-Transition Pass Guaranteed Exam Dumps with Accurate & Updated Questions  
ITIL-4-Transition Exam Brain Dumps - Study Notes and Theory

**NO.25** The CIO of a large multi-national organization has noticed that the whole IT department are performing poorly. The CIO is committed to changing the behaviour patterns of their staff to improve performance across the whole IT department.

Which of the following will BEST help to improve staff behaviour?

- \* Running safe to fail experiments that provide learning opportunities
- \* Comparing the cost of delay; between work items to ensure that financially valuable work is prioritized
- \* Implementing CI/CD tools to deploy software quickly
- \* Adopting Kanban boards to visualise the flow of work across software development teams

**NO.26** An organization is designing a survey to assess the needs and expectations of its staff.

What is this an example of?

- \* CI/CD
- \* Integration and data sharing

- \* Customer-orientation
- \* Employee satisfaction management

**NO.27** Which high velocity IT objective considers an organization's ability to continue providing business services when disruptive events affect its digital products?

- \* Valuable investments
- \* Resilient operations
- \* Fast development
- \* Assured conformance

**NO.28** When an organization has initiated an IT transformation project, which organizational change management activity should it carry out FIRST?

- \* Create a clear picture of what is changing and why it is valuable
- \* Develop a value stream map of the desired future changes
- \* Create corrective action plans for staff who are resistant to the change
- \* Communicate areas of waste that can be eliminated

**NO.29** Which is included in onboarding?

1. Negotiating service targets with customers
  2. Building awareness of the new consumer
  3. Ensuring resources are prepared for service provision
  4. Designing the service components and infrastructure
- \* 1 and 2
  - \* 2 and 3
  - \* 3 and 4
  - \* 1 and 4

**NO.30** An IT department is able to rapidly develop services that meet functional requirements. However overall satisfaction with these services is low.

Which is the BEST way to start working on developing new services while addressing issues faced by the IT department?

- \* Develop a clear set of system requirements and track each of them from start to finish to ensure that the delivered service meets the stated requirements
- \* Develop a clear understanding of the customer's intended goals and expectations, and track each of them from start to finish to ensure that the service supports the required outcomes
- \* Involve senior management as early as possible to define requirements and help with organizational change management; to ensure successful implementation of the service
- \* Assess and improve capabilities of IT teams prioritizing areas that are required to deliver the service in a way that meets customer expectations

**NO.31** 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?

- \* Safety culture
- \* Design thinking

- \* Valuable investments
- \* Agile

**NO.32** An organization is planning to communicate information about a new improvement initiative by providing information on the IT portal, sending emails, and holding meetings with affected groups.

Which communication principle are they applying?

- \* Communication is a two-way process
- \* We are all communicating all the time
- \* Timing and frequency matter
- \* There is no single method of communicating

**NO.33** Which concept is PRIMARILY concerned with multiple teams moving to a cross-functional way of working?

- \* Organizational structure
- \* Employee satisfaction measurement
- \* Working to a customer oriented mindset
- \* The value of positive communications

**NO.34** What BEST describes the relationship between planning and risk?

- \* Planning is a high level function, risk management is a tactical activity
- \* Planning should always consider risks and how to mitigate them
- \* Planning focuses on what needs to be accomplished, risk management is part of how work is to be performed
- \* Risk management is the exclusive domain of dedicated risk managers

**NO.35** Which statement about user communities is CORRECT?

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

**NO.36** A web hosting provider has decided to apply more of a *self-service* approach to service support. The provider knows that users like video tutorials as well as communicating via instant messaging and social networks.

What should the service provider use to expand how users access support and improve the user experience?

- \* Omnichannel management
- \* Service level management
- \* Service interaction method
- \* Benefits dependency network

**NO.37** In an organization, a service desk team employs experienced staff who have worked there for many years and have good relationships with support teams. The organization has a good improvement culture, and staff are encouraged to use their experience and identify improvements. They are developing a new policy for handling incidents.

Which is the BEST approach for this new policy?

- \* Ensure that any identified exceptions are excluded from the policy to improve clarity
- \* Ensure that all teams involved in incident resolution collaborate in the development of the policy
- \* Implement the policy to the service desk staff initially before informing other affected support teams
- \* Engage with stakeholders to ensure that as much detail as possible is included in the policy

**NO.38** 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?

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

**NO.39** Which BEST describes the primary role of a governing body?

- \* To establish and regularly review the goals cascade throughout the organization
- \* To develop and regularly review IT measures and metrics
- \* To annually review and approval of IT projects to maximize business value
- \* To establish and regularly review the effectiveness of risk management and internal controls

**NO.40** Which are elements of the service value system?

- \* Service provision, service consumption, service relationship management
- \* Governance, service value chain, practices
- \* Outcomes, utility, warranty
- \* Customer value, stakeholder value, organization

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