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ITIL 4 Managing Professional Transition Sample Questions (Q54-Q59):

NEW QUESTION # 54
What is the MOST LIKELY reason for an organization to delay a transformation to high velocity?

- A. The organization is not ready for a cultural change
- B. The organization is facing rapidly changing customer needs
- C. The organization needs to maintain high levels of information security
- D. The organization needs high levels of IT service availability

Answer: A

Explanation:
Explanation

The most likely reason for an organization to delay a transformation to high velocity is that the organization is not ready for a cultural change. High velocity IT requires a significant shift in the mindset, values, and behaviors of the organization and its people, as well as the adoption of new ways of working, such as agile, lean, and DevOps. These changes can be challenging and disruptive for some organizations, especially those that have a traditional, hierarchical, or siloed culture. Therefore, the organization may need to assess its readiness and willingness for a cultural change before embarking on a transformation to high velocity IT. This reason is supported by the following references:
ITIL 4 Specialist: High-velocity IT explores the ways in which digital organizations and digital operating models function in high velocity environments1 ITIL 4 High-velocity IT: the digital enterprise2 ITIL4 Specialist: High Velocity IT3

NEW QUESTION # 55
Which practice requires skills such as empathy and emotional intelligence?

- A. Service desk
- B. Service request management
- C. Problem management
- D. Continual improvement

Answer: A

Explanation:
Comprehensive Explanation:
The Service Desk is the single point of contact for users and must:
* Communicate effectively
* Show empathy
* Understand the user's emotional state
* Provide reassurance and support
ITIL emphasizes people skills as essential for service desk interaction.

NEW QUESTION # 56
An organization is designing a survey to assess the needs and expectations of its staff.
What is this an example of?

- A. Integration and data sharing
- B. CI/CD
- C. Employee satisfaction management
- D. Customer-orientation

Answer: C

Explanation:
Employee satisfaction management is the process of measuring and improving how happy and engaged employees are with their work, their employer, and their organization. It involves conducting surveys, analyzing data, implementing strategies, and monitoring outcomes. Employee satisfaction management can help organizations improve productivity, retention, innovation, and customer satisfaction12.
An organization that designs a survey to assess the needs and expectations of its staff is engaging in employee satisfaction management, as it is trying to understand what factors influence employee satisfaction and how to address them. A survey is a common and effective method of collecting feedback from employees, as it can provide quantitative and qualitative data on various aspects of employee satisfaction, such as work environment, compensation, recognition, development, and alignment34.
The other options are not correct because they are not related to employee satisfaction management. CI/CD stands for continuous integration and continuous delivery, which are software development practices that aim to deliver high-quality software faster and more frequently5. Integration and data sharing are processes of connecting different systems and applications and exchanging information between them6. Customer- orientation is a business philosophy that focuses on meeting the needs and expectations of customers and creating value for them7. References:
* 1: How To Improve Employee Satisfaction (With 11 Strategies) | Indeed.com
* 2: The Five Fundamentals Of Employee Satisfaction - Forbes
* 3: The Key To Employee Satisfaction and How To Achieve It | Indeed.com
* 4: How To Measure Employee Satisfaction | Indeed.com
* 5: ITIL 4 Managing Professional: Transition Module | Axelos
* 6: ITIL 4 Managing Professional Transition Course Online - Simplilearn

NEW QUESTION # 57

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?

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

Answer: A

Explanation:
Explanation
Toyota Kata is a way of managing teams, teaching them to adopt the methods used and perfected by Toyota. It is based on the idea of practicing routines or patterns that help people learn new skills and behaviors. By encouraging the practicing of routines to unlearn old habits and learn new ones, managers can help employees adjust to the different ways of working that Agile and DevOps require. For example, managers can use the Improvement Kata to help teams set challenging goals, experiment with solutions, learn from obstacles, and adapt to changing conditions. Managers can also use the Coaching Kata to provide feedback and guidance to teams, and help them develop scientific thinking and problem-solving skills. References:
Toyota Kata - Wikipedia
What is the Toyota Kata? | Kanban Tool
Toyota Kata - Habits for Continuous Improvements

NEW QUESTION # 58

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?

- A. Use a mix of communication methods and ensure that any feedback received is shared openly on a public forum to promote visibility
- B. Use a mix of communication methods and ensure that a feedback mechanism is included that allows anonymity to be retained if desired
- C. Send an email to the affected staff and ensure that as much detail as possible is included to promote transparency
- D. Use instant messaging for both communicating and receiving feedback to ensure a quick response for all affected staff.

Answer: B

Explanation:
Explanation
The most appropriate approach for the service provider is to use a mix of communication methods and ensure that a feedback mechanism is included that allows anonymity to be retained if desired. This is because the service provider expects resistance to the changes and would like to manage communication in a sensitive way. By using a mix of communication methods, the service provider can reach a wider audience and cater to different preferences and needs of the staff. By ensuring that a feedback mechanism is included, the service provider can collect valuable input from the staff and address any concerns or issues that may arise. By allowing anonymity to be retained if desired, the service provider can encourage honest and candid feedback from the staff and avoid any fear of retaliation or negative consequences. This approach is aligned with the ITIL guiding principles of collaborate and promote visibility, keep it simple and practical, and optimize and automate12. It also follows the ITIL best practices for effective communication, such as communication is a two-way process, timing and frequency matter, and there is no single method of communication that works for everyone34. References:
The 7 Guiding Principles of ITIL 4 - IFS Blog1
The 7 Guiding Principles of ITIL 4: Practical Advice to Help You Make Decisions2 Using ITIL's concepts: 5 principles of good communication3 Importance of IT Communications in ITIL Implementation - Invensis Learning4

NEW QUESTION # 59

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