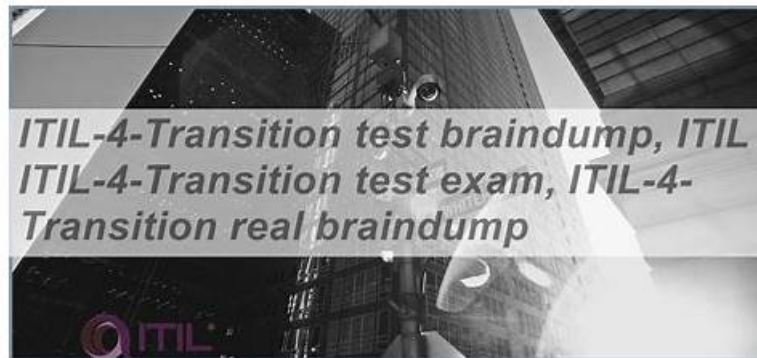# Lab ITIL-4-Transition Questions, Valid Exam ITIL-4-Transition Braindumps

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ITIL 4 Managing Professional Transition Sample Questions (Q51-Q56):

NEW QUESTION # 51
Which high velocity IT objective considers an organization's ability to continue providing business services when disruptive events affect its digital products?

- A. Fast development
- B. Valuable investments
- C. Assured conformance
- D. Resilient operations

Answer: D

Explanation:
Explanation
Resilient operations is the high velocity IT objective that considers an organization's ability to continue providing business services

when disruptive events affect its digital products. Resilient operations ensure the availability, reliability, and performance of the digital products and services, as well as the ability to recover quickly from failures and incidents. Resilient operations also involve proactive practices such as technical debt management, chaos engineering, and site reliability engineering, which aim to improve the quality and resilience of the digital solutions. References:

ITIL 4 High-velocity IT (HVIT) - Your companion to the ITIL 4 Managing Professional HVIT certification, Chapter 7: Ensuring resilient operations ITIL 4 Specialist: High-Velocity IT Training, Course Outline, Module 2: The digital product lifecycle

NEW QUESTION # 52
In service relationships what is a benefit of identifying consumer roles?

- A. It removes constraints from the customer
- B. It enables effective stakeholder management
- C. It enables a common definition of value
- D. It provides shared service expectations

Answer: B

Explanation:
Identifying consumer roles in service relationships is a benefit because it helps the service provider to understand the needs, expectations, and responsibilities of each type of consumer. This enables effective stakeholder management, which is the process of identifying, analyzing, planning, and communicating with the people or groups involved in or affected by a service. By knowing the consumer roles, the service provider can tailor the service offerings, agreements, and interactions to suit each role and create value for them. For example, the service provider can communicate with the customer (the person who defines the requirements and pays for the service) about the service strategy and value proposition, while communicating with the user (the person who uses the service) about the service features and feedback. The sponsor (the person who authorizes the budget and supports the service) can also be involved in the decision-making and governance of the service. By identifying and managing the consumer roles, the service provider can build trust, collaboration, and alignment with the consumers and deliver better service outcomes. References: 1, 2, 3

NEW QUESTION # 53
A software development team is intending to develop many new applications and services. They will need contributions from various practices to achieve this. How should these activities be combined?

- A. The software development manager should define requirements for all practices and ensure that they contribute to the over all service
- B. Each pratice should define the outputs it will produce and the required inputs it needs to succeed
- C. A value stream should be designed to include activities from all practices that are needed
- D. Practices should operate as suppliers to each other, using guidance form the 'supplier management' practice

Answer: C

NEW QUESTION # 54
An organization is implementing new technology that will significantly improve how they interact with their customers.
Which term BEST describes this situation?

- A. IT transformation
- B. Digital transformation
- C. Digital organization
- D. High velocity IT

Answer: B

Explanation:
Digital transformation is the process of using digital technologies to create new or modify existing business processes, culture, and customer experiences to meet changing business and market requirements1. It is not just about implementing new technology, but also about changing the way an organization operates and delivers value to its customers. High velocity IT is one of the four dimensions of service management in ITIL
4, which refers to the rapid delivery and operation of IT-enabled products and services that can continuously evolve2. Digital organization and IT transformation are not specific terms defined in ITIL 4, but they could be related to digital transformation in

some contexts. References:
* ITIL 4 and Digital Transformation
* [ITIL 4 Foundation: High Velocity IT]

NEW QUESTION # 55

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?

- A. There is no single method of communicating
- B. We are all communicating all the time
- C. Timing and frequency matter
- D. Communication is a two-way process

Answer: A

Explanation:
Explanation
The communication principle that the organization is applying is that there is no single method of communicating that works for everyone. Different communication methods have different advantages and disadvantages, and different audiences may prefer or respond better to different modes of communication. By providing information on the IT portal, sending emails, and holding meetings with affected groups, the organization is using a variety of communication methods to maximize their reach and effectiveness. They are also ensuring that the information is consistent and clear across all channels, and that they can receive feedback and questions from the stakeholders. This communication principle is one of the five principles of good communication based on ITIL 4 concepts1, and it is also related to the ITIL 4 guiding principle of collaborate and promote visibility2, which emphasizes the importance of sharing information and knowledge across the organization and with external partners. References:
Using ITIL's concepts: 5 principles of good communication1
The 7 ITIL 4 Guiding Principles: Explained in Detail2

NEW QUESTION # 56

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