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ITIL 4 Managing Professional Transition Sample Questions (Q10-Q15):

NEW QUESTION # 10
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. Resilient operations
- C. Assured conformance
- D. Valuable investments

Answer: B

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 # 11
What do Lean and Agile consider a barrier to high performance?

- A. Large batch sizes of work
- B. Pulling versus pushing work
- C. Limiting work-in-progress
- D. Making work visible

Answer: A

Explanation:
Explanation
Large batch sizes of work are considered a barrier to high performance in Lean and Agile because they increase the amount of work in progress (WIP), which leads to longer cycle times, higher variability, lower quality, and reduced feedback and learning. Large batches also increase the risk of waste, rework, and delays, as well as the complexity and uncertainty of the work. Lean and Agile advocate for reducing batch sizes and limiting WIP, which enables faster flow, shorter feedback loops, higher quality, and more value delivery.
Some of the practices that help reduce batch sizes and limit WIP are:
Pulling versus pushing work, which means that work is initiated only when there is a demand and capacity for it, rather than being assigned or scheduled in advance.
Making work visible, which means that the status and progress of work are transparent and accessible to all stakeholders, using tools such as Kanban boards, burn-down charts, and dashboards.
Limiting work-in-progress, which means that the number of work items in each stage of the workflow is restricted, based on the available resources and throughput, to prevent bottlenecks and overloading.
References:

NEW QUESTION # 12
In service relationships what is a benefit of identifying consumer roles?

- A. It enables a common definition of value

- B. It removes constraints from the customer
- C. It provides shared service expectations
- D. It enables effective stakeholder management

Answer: D

NEW QUESTION # 13
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?

- A. Running safe to fail experiments that provide learning opportunities
- B. Implementing CI/CD toots to deploy software quickly
- C. Comparing the cost of delay' between work items to ensure that financially valuable work is prioritized
- D. Adopting Kanban boards to visualise the flow of work across software development teams

Answer: A

Explanation:
Running safe to fail experiments that provide learning opportunities is the best option to improve staff behaviour, as it aligns with the ITIL 4 guiding principle of progress iteratively with feedback1. This principle encourages the use of experimentation and learning from failures to improve the service and the organization. By running safe to fail experiments, the staff can test new ideas, learn from the outcomes, and adapt their behaviour accordingly. This can foster a culture of innovation, collaboration, and continuous improvement in the IT department. The other options are not directly related to improving staff behaviour, but rather to improving the efficiency and effectiveness of the service delivery. Comparing the cost of delay between work items to ensure that financially valuable work is prioritized is a technique for value stream optimization, which is part of the ITIL 4 practice of service value stream management2. Implementing CI
/CD tools to deploy software quickly is a method for achieving high-velocity IT, which is one of the ITIL 4 specialist modules3.
Adopting Kanban boards to visualize the flow of work across software development teams is a tool for implementing agile and lean approaches, which are also part of the ITIL 4 framework3. While these options may have some positive impact on staff behaviour, they are not the primary focus or the best way to achieve it. References: 3, 2, 1

NEW QUESTION # 14
Which is an example of a digital organization?

- A. An organization which uses IT to change its strategic direction
- B. An organization which uses IT to support its operational processes
- C. An organization which has undergone an IT transformation
- D. An organization which uses IT to improve its 'service desk' practice

Answer: A

Explanation:
Explanation
A digital organization is an organization that leverages digital technology to create value for its customers, employees, and other stakeholders. A digital organization is not just an organization that uses IT to support its operational processes, or an organization that has undergone an IT transformation, or an organization that uses IT to improve its 'service desk' practice. These are examples of IT-enabled organizations, but not necessarily digital organizations. A digital organization is an organization that uses IT to change its strategic direction, to create new business models, to innovate and differentiate itself from competitors, and to deliver value faster and more effectively. A digital organization is an organization that adopts a digital mindset, culture, and capabilities to thrive in the digital era. References:
https://www.axelos.com/resource-hub/blog/itil-4-leader-dits-guide-for-digital-transformation
https://assets.website-files.com/6372a610b17ef0b86547d1ae/6400e103a11a9d3d6dc0abb7_ITIL4_Digital%20an

NEW QUESTION # 15
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