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NEW QUESTION # 22

Which is an example of a divisional organizational structure?

- A. An organization which has arranged its teams in a hierarchical authority structure
- B. An organization which uses a grid of reporting relationships
- C. An organization which has a different business unit for each of its products
- D. An organization which does not have a layered management structure

Answer: C

NEW QUESTION # 23

An organization wants to encourage its employees to suggest improvements to its practices.

However, employees are reluctant to suggest improvements because their suggestions have been ignored in the past. The employees do not trust their managers to be open and transparent.

Which concept should be applied to overcome this challenge?

- A. A continual improvement culture
- B. Working with a customer-oriented mindset
- C. Workforce planning and management
- D. Shift-left

Answer: A

NEW QUESTION # 24

Which approach may help to improve incident resolution times by moving support activities from specialist teams to frontline teams or users?

- A. Shortest item first
- B. Shift-left
- C. Swarming
- D. Robotic process automation

Answer: B

NEW QUESTION # 25

Which TWO ITIL 4 guiding principles should be applied to bridge deep-rooted cultural norms, diverse communication styles, and siloed mindsets within a distributed service value stream team? (Select TWO)

- A. Start where you are
- B. Think and work holistically
- C. Keep it simple and practical
- D. Collaborate and promote visibility
- E. Focus on value

Answer: B,D

Explanation:

"collaborate and promote visibility" breaks down cultural barriers by encouraging shared understanding, transparent workflows, and

joint problem-solving sessions. This principle fosters an environment where diverse team members can see how their contributions fit into the bigger picture, reducing misinterpretation and building trust.

"think and work holistically" ensures teams recognize interdependencies across technology, processes, and people. By adopting a holistic mindset, team members appreciate how cultural nuances influence each stage of the service value stream, leading to more empathetic communication and aligned decision-making.

NEW QUESTION # 26

An organization is moving from a process-based approach to a value-stream based approach for managing user issues. Which of these activities should the organization do FIRST?

- A. Understand the situations in which incidents and service requests will be initiated
- B. Consider how the service desk teams can be involved at an earlier stage in the creation of a service.
- C. Understand which steps contribute least to the support of the service
- D. Identify the activities which could be improved by the use of automation

Answer: A

NEW QUESTION # 27

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