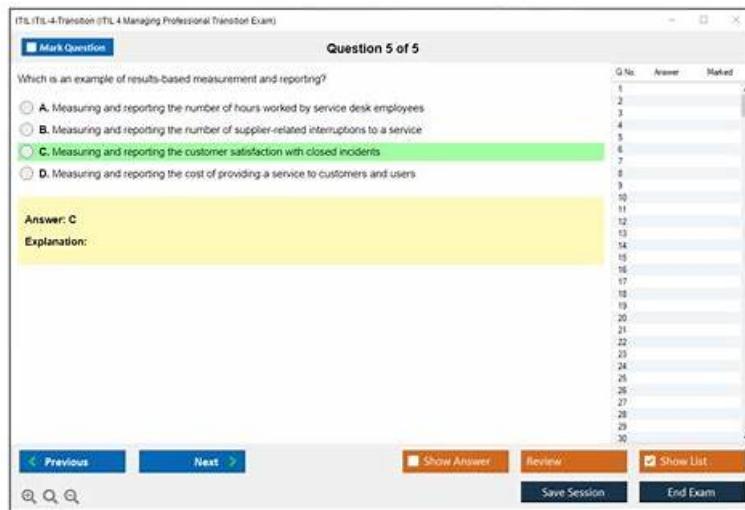


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ITIL 4 Managing Professional Transition Sample Questions (Q14-Q19):

NEW QUESTION # 14

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 creating detailed plans that predetermine how to approach large changes
- D. By making hard decisions for the teams and providing step-by-step guidance

Answer: A

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 # 15

What do design thinking and service-dominant logic have in common?

- A. Both require clearly defined requirements and acceptance criteria
- B. Both focus on product functionality and on building new features
- **C. Both involve collaborating with customers to ensure their needs are met**
- D. Both focus solely on the needs and problems of the consumers

Answer: C

Explanation:

Explanation

Design thinking and service-dominant logic have in common that both involve collaborating with customers to ensure their needs are met. Design thinking is a human-centered approach to problem solving that emphasizes empathy, creativity, and experimentation. Service-dominant logic is a framework for understanding value creation, which focuses on the exchange of services between two or more entities. Both concepts share the following principles:

Value is co-created by the provider and the customer in the context of use. The provider does not deliver value, but rather offers value propositions that the customer can accept or reject. The customer is an active participant in the value creation process, not a passive recipient of goods or services.

The customer is the ultimate judge of value. The provider cannot determine the value of the offering in advance, but rather has to understand the customer's needs, preferences, and expectations. The provider has to engage with the customer in an ongoing dialogue and feedback loop to ensure that the offering meets or exceeds the customer's expectations.

The offering is a holistic solution that integrates goods, services, and experiences. The provider does not differentiate between tangible and intangible products, but rather offers a complete solution that addresses the customer's problem or opportunity. The provider has to design the offering in a way that delivers a positive customer experience and enhances the customer's well-being. References:

Exploring Overlaps and Differences in Service Dominant Logic and Design Thinking Service-Dominant Logic: Key Principles and History Service-Dominant Logic and How It Reframes Our Business Operations The New Paradigm: H2H Marketing

NEW QUESTION # 16

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

Answer: B

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 # 17

In which TWO situations should be ITIL guiding principles be considered?

1. In every initiative
2. In all relationships with stakeholders
3. Only specific initiatives where the principle is relevant
4. Only specific stakeholder relationships where the principle is relevant

- A. 1 and 2
- B. 2 and 3
- C. 1 and 4
- D. 3 and 4

Answer: A

NEW QUESTION # 18

Which ITIL guiding principle recommends using existing services, processes and tools when improving services?

- A. Progress iteratively with feedback
- B. Start where you are
- C. Focus on value
- D. Keep it simple and practical

Answer: B

Explanation:

Explanation

The ITIL guiding principle of start where you are advises service providers to avoid starting from scratch when improving services, but rather to assess the current state and use existing services, processes and tools as a basis for improvement. This principle helps to avoid wasting resources, reinventing the wheel, or losing useful elements of the current state. It also helps to identify and leverage the strengths, weaknesses, opportunities and threats of the current situation. References:

ITIL 4 Managing Professional Transition Module, page 16

ITIL 4 Foundation: Complete Course with 2 Practice Exams, section 3.2.3 The 7 Guiding Principles of ITIL 4 - IFS Blog, paragraph 2 The 7 ITIL 4 Guiding Principles: Explained in Detail, paragraph 5

NEW QUESTION # 19

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