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MULTIPLE-CHOICE QUESTIONS APUSH UNIT 4 WITH 100% CORRECT ANSWERS

Jacksonian Democrats favored all of the following EXCEPT

- (A) rotation in office
- (B) universal suffrage for white males
- (C) the caucus system of nominating candidates
- (D) rewarding political supporters with government jobs
- (E) presidential electors being chosen by popular vote - answer C) the caucus system of nominating candidates

After the election of 1824, the president's choice of Henry Clay as secretary of state resulted in

- (A) the end of political bitterness between the major parties
- (B) the revival of the Federalist party
- (C) widespread criticism of the spoils system
- (D) charges of a corrupt bargain with John Q. Adams
- (E) a political alliance between Clay and Andrew Jackson - answer D) charges of a corrupt bargain with John Q. Adams

An important effect of the tariff of abominations of 1828 was

- (A) increased prices for cotton overseas
- (B) South Carolina's adoption of the theory of nullification
- (C) the election of a Democratic president, Andrew Jackson
- (D) an alliance of northeastern workers and western farmers

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ITIL ITIL4-DPI Exam Syllabus Topics:

Topic	Details
Topic 1	• Governance and Compliance: This section of the exam measures skills of Compliance Officers and focuses on establishing governance structures that align with organizational needs. It also ensures that regulations, standards, and policies are followed consistently to maintain accountability.
Topic 2	• Planning: This section of the exam measures skills of Compliance Officers and emphasizes the principles of accurate planning. It ensures candidates understand how to define requirements and use proven methods to deliver results effectively.
Topic 3	• Organization Change Management: This section of the exam measures skills of IT Service Managers and explains the role of organizational change management in IT service management.

Topic 4	• Key Concepts: This section of the exam measures skills of IT Service Managers and covers the essential ideas of ITIL 4 Direct, Plan, and Improve. It introduces the importance of creating value by balancing outcomes, costs, and risks within IT service management.
Topic 5	• Communication and Collaboration: This section of the exam measures skills of IT Service Managers and focuses on improving communication and collaboration across departments and stakeholders. It highlights how better interaction supports the successful delivery of IT services.
Topic 6	• Service Performance Metrics: This section of the exam measures skills of IT Service Managers and emphasizes the use of Key Performance Indicators. It highlights how to select, define, and apply metrics to evaluate the efficiency and effectiveness of IT services and processes.
Topic 7	• Value Stream Mapping: This section of the exam measures skills of Compliance Officers and covers the use of value stream mapping. It shows how identifying process inefficiencies and improving workflows can optimize the overall delivery of value.

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ITIL 4 Strategist: Direct, Plan and Improve (DPI) Sample Questions (Q31-Q36):

NEW QUESTION # 31

An internal service provider is creating a business case to justify the purchase of a new service management toolset. The business case includes several options from multiple vendors.

Which is MOST important to include in the business case?

- A. An evaluation of organizational constraints on the use of the toolset
- B. The techniques used to develop the service provider's strategy
- C. A description of how the guiding principles will be used to implement the toolset
- D. The risks to the toolset vendors of not selecting their product

Answer: A

Explanation:

DPI explains that a business case must include an evaluation of constraints (financial, technical, cultural, and organizational) that might affect adoption of the solution. This ensures feasibility and realistic planning.

Option A (strategy techniques) is irrelevant here. Option B is vendor-focused, not organizational. Option D (guiding principles) supports implementation but is not central to justifying the case.

(Reference: ITIL 4 Strategist DPI, section on "Business cases - evaluating options and constraints")

NEW QUESTION # 32

The manager of a team of highly skilled professionals often handles challenging problems personally in an effort to demonstrate expertise.

Which TWO are the MOST LIKELY consequences of this behaviour?

- * Decisions take longer
- * Employee morale improves

- * Decisions are made quickly
- * Employee morale suffers

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

Answer: A

Explanation:

DPI governance principles highlight that when managers centralize decisions and problem-solving, it creates bottlenecks (delays in decision-making) and reduces team empowerment, leading to lower morale. Thus, options 1 (decisions take longer) and 4 (employee morale suffers) are the consequences. The behaviour undermines delegation of authority and staff empowerment, which DPI stresses as essential for effective governance and oversight.

(Reference: ITIL 4 Strategist DPI, section on "Delegation of authority and empowerment of teams")

NEW QUESTION # 33

A company has a new, global line of business that has changed how the IT department supports the systems.

Recognizing the need for two-way communication for the required changes, IT managers need better ways of obtaining feedback. Which describes the BEST approach for establishing effective feedback channels?

- A. Publish a printed weekly newsletter that clearly and consistently communicates change
- B. Establish office hours where staff are encouraged to visit without appointments and discuss their concerns
- C. Initiate a project to select and implement a collaboration tool to facilitate two-way communication with staff
- D. Research how individual teams communicate internally and use the most popular collaboration tools to collect feedback

Answer: D

Explanation:

DPI emphasizes using existing, familiar, and effective communication channels to encourage staff feedback and engagement. By leveraging collaboration tools that teams already use (Option A), managers minimize resistance and maximize participation. Option B is localized and limited in scale. Option C delays feedback until a project is implemented. Option D is one-way communication, not interactive.

(Reference: ITIL 4 Strategist DPI, section on "OCM - communication and feedback channels")

NEW QUESTION # 34

Which describes 'scope of control'?

- A. The number of managers to whom an individual must provide regular reports
- B. The set of risks that are owned and assessed by a department manager
- C. The extent to which a manager can direct the actions of team members
- D. The content of a service improvement plan

Answer: C

Explanation:

In DPI, scope of control refers to the authority and influence a manager has over people and activities. It defines how far their decision-making power extends - essential for ensuring clarity in governance and accountability. It is not about risks owned (B), reporting relationships (D), or specific improvement content (A).

(Reference: ITIL 4 Strategist DPI, section on "Governance structures - scope of control vs. span of control")

NEW QUESTION # 35

A service provider is improving its 'service desk' practice and has established the success factor: "improved user satisfaction with the service desk." Which is the BEST key performance indicator for measuring this?

- A. Accelerate service request fulfilment by the end of quarter 2
- B. Increase average time to answer phones by 5%

- C. 10% increase in calls resolved without escalation by end of the year
- D. Reduce time to resolve the underlying cause of incidents

Answer: C

Explanation:

DPI stresses that KPIs should directly measure progress toward the defined success factor. Here, the success factor is improved user satisfaction with the service desk. Increasing the number of calls resolved without escalation (Option B) directly contributes to satisfaction: faster resolutions, fewer transfers, and better customer experience. Options A and C measure efficiency but not directly user satisfaction. Option D worsens satisfaction by increasing wait times.

(Reference: ITIL 4 Strategist DPI, section on "Defining and measuring critical success factors and KPIs")

NEW QUESTION # 36

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