QUESTIONS & ANSWERS

DEMO VERSION

(LIMITED CONTENT)

Question 1

Question Type: MultipleChoice

After completing an online training course, the employees of an organization are better equipped to utilize digital systems.

Which mid-level goal is supported by this training?

Options:

A- Resilient operations
B- Fast development
C- Valuable investments
D- Co-created value

Answer:

D

Question 2

Question Type: MultipleChoice

An organization is considering how a new service will be supported when it goes live. There are many teams contribute to the support of the service.

Which approach should the organization follow when creating a value stream to support the new service?

Options:

A- Create one value stream for each support team
B- Create one value stream for every lifecycle phase of support requests
C- Create one value for the entire set of support activities
D- Create separate value streams for practices, people, tools and suppliers

Answer:

C

Question 3

Which statement about service requests is CORRECT?

Options:

A- Service requests are always handled as incidents

B- Service requests are submitted via agreed channels

C- Service requests require approval from senior management

D- Service requests are only applicable for IT-related needs

Answer:

B

Question 4

An organization in a highly-regulated industry is considering adopting agile practices. The management team is concerned with maintaining compliance to regulatory requirements while empowering teams at every level to make key decisions.

Which approach would MOST LIKELY help the company overcome this challenge?

Options:

A- Review and update operational policy documents to make reference to agile practices, and initiate a training programme to highlight the benefits of these practices

B- Establish an operating model for teams and individuals to understand their scope of control,and the types of decisions they can make

C- Assess how competitors approach decision-making, and create a business case that highlights the return on investment from agile practices

D- Map strategic objectives to operational metrics, so that all teams understand how their work impacts the organization's compliance to regulatory requirements

Answer:

B

Question 5

An IT team in a large multinational organization wants to document the work they do by using value streams.

What should they do FIRST?

Options:

A- Agree on the appropriate level of detail and perspective describing the value stream
B- Start a request for proposal (RFP) exercise to find a consultant who can document the value streams
C- Identify all the practices the organization is currently using
D- Make the team aware of the organization's governance policies

Answer:

A

Question 6

A manager often focuses on avoiding risk, and blames staff when things go wrong. The manager also does not listen to suggestions and allow experimentation. This has resulted in a lack of innovation in the manager's team, and several of the team's senior members have left the organization.

Which behaviours from safety culture would allow this manager to increase innovation and retain more staff?

1. Focus on inclusion and ignore toxic relationships

2. Treat failures as improvement opportunities

3. Encourage continual organizational learning

4. Encourage collaboration and discourage conflict

Question 7

Question Type: MultipleChoice

A service provider reliably meets the agreed service levels, but some customers are not happy because they are not achieving the outcomes that they expected.

Which is the BEST thing the service provider can do about this?

Options:

A- Identify ways to improve service levels, and discuss the cost of these improvements with the customers
B- Focus on technical excellence to further improve services
C- Analyze customer feedback to understand and address unmet expectations
D- Provide additional training to customers on using the service

Answer:

A

Question 8

Question Type: MultipleChoice

Which statement about employee surveys is CORRECT?

Options:

A- They are conducted at several organizational levels, formally and informa

B- They are intended to be conducted across an entire organization

C- They are typically conducted annually

D- They can only be conducted electronically so have limited application

Answer:

A

Question 9

Question Type: MultipleChoice

A service provider is starting to design a customer journey. The service provider has documented the utility, warranty, and experience that the service should deliver.

What else do they need to identify before they start to design the journey?

Options:

A- Specific technical requirements for the service

B- Outcomes that are needed from the service

C- Potential risks to the customer journey

D- Key performance indicators for measuring success

Answer:

B

Thank You for trying ITIL-4-Specialist-High-velocity-IT PDF Demo

To try our ITIL-4-Specialist-High-velocity-IT practice exam software visit link below

https://prepbolt.com/ITIL-4-Specialist-High-velocity-IT.html

Start Your ITIL-4-Specialist-High-velocity-IT Preparation

Use Coupon "SAVE50" for extra 50% discount on the purchase of Practice Test Software. Test your ITIL-4-Specialist-High-velocity-IT preparation with actual exam questions.