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## Q&A

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**Exam** : **ITIL-4 Transition**

**Title** : ITIL 4 Managing  
Professional Transition  
Exam

**Version** : DEMO

1. In an organization, a service desk team employs experienced staff who have worked there for many years and have good relationships with support teams. The organization has a good improvement culture, and staff are encouraged to use their experience and identify improvements. They are developing a new policy for handling incidents.

Which is the BEST approach for this new policy?

- A. Ensure that any identified exceptions are excluded from the policy to improve clarity
- B. Ensure that all teams involved in incident resolution collaborate in the development of the policy
- C. Implement the policy to the service desk staff initially before informing other affected support teams
- D. Engage with stakeholders to ensure that as much detail as possible is included in the policy

**Answer: B**

2. Which high velocity IT objective considers an organization's ability to continue providing business services when disruptive events affect its digital products?

- A. Valuable investments
- B. Resilient operations
- C. Fast development
- D. Assured conformance

**Answer: B**

3. What BEST describes the relationship between planning and risk?

- A. Planning is a high level function, risk management is a tactical activity
- B. Planning should always consider risks and how to mitigate them
- C. Planning focuses on what needs to be accomplished, risk management is part of how work is to be performed
- D. Risk management is the exclusive domain of dedicated risk managers

**Answer: B**

4. An organization's lead times and the flow of tasks across value streams are being impacted because tasks often sit waiting in queues.

Which technique can be used to overcome this challenge?

- A. Clarifying definition of done'
- B. Introducing a push system
- C. Increasing batch sizes
- D. Limiting work-in-progress

**Answer: D**

5. Information that is needed to resolve problems is difficult to obtain because IT staff are worried that they will be blamed for mistakes.

Which concept can MOST help to resolve this?

- A. Safety culture
- B. Design thinking
- C. Valuable investments
- D. Agile

**Answer: A**

