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ITIL ITIL-4-Transition

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QUESTION NO: 1

Which BEST describes the primary role of a governing body?

- A. To establish and regularly review the goals cascade throughout the organization
- B. To develop and regularly review IT measures and metrics
- C. To annually review and approval of IT projects to maximize business value
- D. To establish and regularly review the effectiveness of risk management and internal controls

ANSWER: D

QUESTION NO: 2

A large service provider with many staff has built a relationship with a customer and agreed a 10-year contract. Both organizations have shared information freely and responded to requests.

Which is MOST LIKELY to be a threat to maintaining the relationship?

- A. Scheduling interactions between customer and service provider
- B. Changes in service provider and customer staff
- C. Failing to explain service provider actions that impact the customer
- D. Failing to deal with communication in a timely fashion

ANSWER: D

QUESTION NO: 3

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

QUESTION NO: 4

Which is an example of results-based measurement and reporting?

- A. Measuring and reporting the number of hours worked by service desk employees
- B. Measuring and reporting the number of supplier-related interruptions to a service
- C. Measuring and reporting the customer satisfaction with closed incidents
- D. Measuring and reporting the cost of providing a service to customers and users

ANSWER: C

QUESTION NO: 5

Which statement is CORRECT when considering a transformation to high velocity IT?

- A. All organizations benefit from high velocity
- B. High performance is usually part of the change
- C. High-velocity IT should be applied throughout the organization
- D. Customer-facing systems should be excluded from the change

ANSWER: B