

PeopleCert

ITIL-4-Transition Exam

ITIL

Questions & Answers

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Question: 1

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

Explanation:

Question: 2

Which value chain activity ensures that products deliver stakeholder expectations for quality?

- A. Design and transition
- B. Engage
- C. Obtain/build
- D. Plan

Answer: A

Explanation:

Question: 3

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 creating detailed plans that predetermine how to approach large changes
- C. By making hard decisions for the teams and providing step-by-step guidance
- D. By encouraging widespread changes that involve the teams starting from scratch

Answer: A

Explanation:

Question: 4

Which statement about user communities is CORRECT?

- A. User communities are created by service providers to investigate the cause of problems
- B. Communities set up by users may be recognized and supported by service providers
- C. Informal user communities should be disbanded and merged into official groups
- D. Every user community should have at least one super-user

Answer: B

Explanation:

Question: 5

In service relationships what is a benefit of identifying consumer roles?

- A. It enables effective stakeholder management
- B. It provides shared service expectations
- C. It removes constraints from the customer
- D. It enables a common definition of value

Answer: A

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