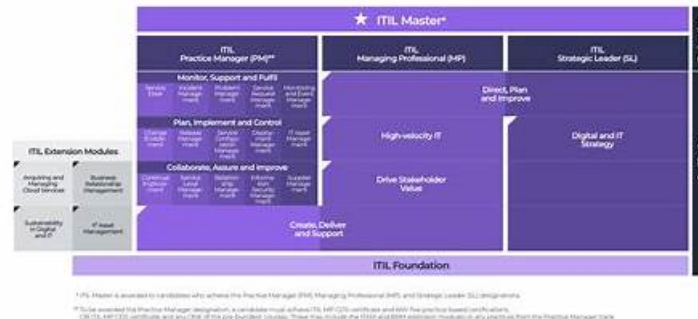# Pass ITIL-4-Transition Test | Reliable ITIL-4-Transition Learning Materials

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ITIL 4 Managing Professional Transition Sample Questions (Q35-Q40):

NEW QUESTION # 35
An organization wants to introduce a new service. There are many teams that will contribute to the design, development and transition of the service. Which approach should the organization follow when creating a value stream for this new service?

- A. Create one value stream for the entire project, to enable and end-to-end, holistic vision of the service
- B. Create separate value streams for every project phase, to ensure that each milestone is achieved in a Agile manner
- C. Create one value stream for each team, to allow the teams to focus on their different objectives
- D. Create separate value streams for practices, people, tools and suppliers, to ensure that 'four dimensions' are considered equally

Answer: A

NEW QUESTION # 36

An IT department is able to rapidly develop services that meet functional requirements. However overall satisfaction with these services is low.

Which is the BEST way to start working on developing new services while addressing issues faced by the IT department?

- A. Develop a clear set of system requirements and track each of them from start to finish to ensure that the delivered service meets the stated requirements
- B. Develop a clear understanding of the customers' intended goals and expectations, and track each of them from start to finish to ensure that the service supports the required outcomes
- C. Assess and improve capabilities of IT teams prioritizing areas that are required to deliver the service in a way that meets customer expectations
- D. Involve senior management as early as possible to define requirements and help with 'organizational change management' to ensure successful implementation of the service

Answer: B

Explanation:
Explanation

The best way to start working on developing new services while addressing the issues faced by the IT department is to develop a clear understanding of the customers' intended goals and expectations, and track each of them from start to finish to ensure that the service supports the required outcomes. This is because ITIL 4 emphasizes the importance of co-creating value with customers and focusing on the outcomes that they need and want, rather than just the outputs that the service provider delivers1. By understanding the customers' goals and expectations, the IT department can design and deliver services that are aligned with the customer's needs, preferences, and context, and that provide value for both parties2. Moreover, by tracking the customers' goals and expectations throughout the service lifecycle, the IT department can ensure that the service remains relevant, effective, and efficient, and that any changes or improvements are based on customer feedback and satisfaction3.

Developing a clear set of system requirements and tracking each of them from start to finish to ensure that the delivered service meets the stated requirements (option A) is not the best way to start working on developing new services, because it focuses on the functional aspects of the service, rather than the outcomes that the customer values. System requirements are the specifications of what the service should do, but they do not necessarily reflect the customer's needs, wants, and context. Therefore, a service that meets the system requirements may not meet the customer's expectations or provide value for them4.

Involve senior management as early as possible to define requirements and help with 'organizational change management' to ensure successful implementation of the service (option C) is not the best way to start working on developing new services, because it does not involve the customer in the service design and delivery process. Senior management may have a different perspective and agenda than the customer, and may not fully understand the customer's goals and expectations. Therefore, involving senior management alone may not result in a service that meets the customer's needs or provides value for them. Moreover, organizational change management is a process that helps the organization adapt to changes in the internal or external environment, but it does not necessarily address the issues faced by the IT department in developing new services.

Assess and improve capabilities of IT teams prioritizing areas that are required to deliver the service in a way that meets customer expectations (option D) is not the best way to start working on developing new services, because it assumes that the IT department already knows what the customer expects from the service.

However, without developing a clear understanding of the customer's goals and expectations, the IT department may not be able to identify the areas that need improvement or the capabilities that are required to deliver the service in a way that meets customer expectations. Therefore, assessing and improving capabilities of IT teams is a secondary step that should follow after developing a clear understanding of the customer's goals and expectations.

Therefore, the best way to start working on developing new services while addressing the issues faced by the IT department is to develop a clear understanding of the customers' intended goals and expectations, and track each of them from start to finish to ensure that the service supports the required outcomes.

References: 1: ITIL 4 Foundation, page 4 2: ITIL 4 Foundation, page 6 3: ITIL 4 Foundation, page 8 4: ITIL 4 Foundation, page 9 : ITIL 4 Foundation, page 10 : ITIL 4 Foundation, page 11 : ITIL 4 Foundation, page 12

NEW QUESTION # 37

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 cost of providing a service to customers and users
- C. Measuring and reporting the number of supplier-related interruptions to a service
- D. Measuring and reporting the customer satisfaction with closed incidents

Answer: D

Explanation:
Results-based measurement and reporting is a method of measuring and reporting the outcomes and value delivered by products and services, rather than the activities and outputs involved in their creation and delivery12. Results-based measurement and reporting focuses on the achievement of objectives and the satisfaction of stakeholders, rather than the consumption of resources and the completion of tasks12.

An example of results-based measurement and reporting is measuring and reporting the customer satisfaction with closed incidents. This is because customer satisfaction is an indicator of the value and quality of the incident management practice and the service provided to the customers. Customer satisfaction reflects the extent to which the customers' expectations and needs have been met by the resolution of the incidents. Customer satisfaction can also influence the customer loyalty, retention, and advocacy for the service provider34.

The other options are not examples of results-based measurement and reporting, because they measure and report the inputs and outputs of the service delivery, rather than the outcomes and value. Measuring and reporting the number of hours worked by service desk employees, the number of supplier-related interruptions to a service, and the cost of providing a service to customers and users are all examples of activity-based or output-based measurement and reporting. These metrics do not indicate the effectiveness or efficiency of the service delivery, nor the satisfaction or value perceived by the customers and users12.

1: ITIL 4 Create, Deliver and Support, AXELOS, 2019, p. 29-30 2: Measurement and reporting management: ITIL 4 Practice Guide, AXELOS, 2020, p. 5-6 3: ITIL 4 Direct, Plan and Improve, AXELOS,
2019, p. 97-98 4: Reporting on value in service management, AXELOS, 2021, 3

NEW QUESTION # 38
What is the CORRECT order for the three phases of problem management?

- A. Problem identification, problem control, error control
- B. Problem control, error control, problem identification
- C. Error control, problem control, problem identification
- D. Problem identification, error control, problem control

Answer: A

Explanation:
Comprehensive Explanation:
ITIL defines the three phases of problem management in this order:
* Problem identification - recognizing actual or potential causes of incidents
* Problem control - analyzing, diagnosing, and prioritizing problems
* Error control - managing known errors and workarounds
The sequence in Option C exactly matches this lifecycle.
Thus, Option C is correct.

NEW QUESTION # 39
Which is the BEST type of resource for investigating complex incidents?

- A. Detailed work instructions
- B. Disaster recovery plans
- C. Knowledgeable support staff
- D. Self-help systems

Answer: C

Explanation:
Comprehensive Explanation:
Complex incidents typically require:
* High-level diagnostic skills
* Deep technical or service knowledge
* Experience with similar issues
Knowledgeable support staff are the primary resource capable of analyzing and resolving complex incidents.
Self-help is for simple issues; procedures are useful but not sufficient for complex diagnosis; disaster recovery plans are for major disasters, not normal incident handling.
Thus, Option B is correct.

NEW QUESTION # 40

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