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ITIL 4 Managing Professional Transition Certification Exam is designed for professionals who are already ITIL v3 certified and want to upgrade their skills to the latest ITIL 4 framework. ITIL (Information Technology Infrastructure Library) is a framework that provides guidance on IT service management (ITSM) best practices. It is widely used by organizations worldwide to improve their IT service quality and efficiency. The ITIL 4 Managing Professional Transition Certification Exam is a crucial step for IT professionals who want to stay ahead of the curve in the ever-changing IT industry.

ITIL, or Information Technology Infrastructure Library, is a framework for IT service management that provides best practices for delivering efficient and effective IT services. ITIL helps organizations align their IT services with their business needs and improve overall customer satisfaction. The latest version of ITIL, ITIL 4, was released in 2019 and includes updated guidance for modern IT service management.

ITIL 4 Managing Professional Transition certification exam is an essential certification for IT professionals who want to upgrade their knowledge and skills in managing and supporting IT services. ITIL 4 Managing Professional Transition certification provides individuals with the latest ITIL 4 framework knowledge and skills, which are essential for delivering high-quality IT services that meet the needs of customers and stakeholders. Obtaining this certification demonstrates an individual's commitment to their profession and provides better job opportunities and salary increases in the field of IT service management.

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ITIL 4 Managing Professional Transition Sample Questions (Q54-Q59):

NEW QUESTION # 54

What do Lean and Agile consider a barrier to high performance?

- A. Large batch sizes of work
- B. Pulling versus pushing work
- C. Limiting work-in-progress
- D. Making work visible

Answer: A

NEW QUESTION # 55

Which statement about user communities is CORRECT?

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

Answer: A

Explanation:

User communities are groups of people who share a common interest or need related to a service or product.

They can be formal or informal, online or offline, and may be initiated by service providers or users themselves. User communities can provide valuable feedback, insights, and support for service providers, as well as enhance the user experience and satisfaction. Therefore, service providers may recognize and support user communities that are set up by users, as long as they respect their autonomy and do not interfere with their activities. User communities are not created by service providers to investigate the cause of problems (option A), nor should they be disbanded or merged into official groups (option C). User communities may or may not have super-users, who are users with advanced skills or knowledge who can help other users, but this is not a requirement for every user community (option D). References: ITIL 4 Foundation, page 77; ITIL 4 Specialist: Drive Stakeholder Value, page 33.

NEW QUESTION # 56

How should the seven guiding principles be combined when an organization is making a decision?

- A. By reviewing each guiding principle to decide how relevant it is to the specific decision
- B. By using the focus on value' principle and one or two others that are relevant to the specific decision
- C. By using all the guiding principles equally when making any decision
- D. By using the one or two guiding principles that are most relevant to the specific decision

Answer: A

Explanation:

Explanation

The seven guiding principles of ITIL 4 are not meant to be applied equally or rigidly in every situation. Rather, they are intended to provide guidance and encourage decision making and continual improvement at all levels.

Therefore, when an organization is making a decision, it should review each guiding principle to decide how relevant it is to the specific decision, and use the ones that are most appropriate and helpful. For example, some decisions may require more collaboration and visibility than others, or some decisions may benefit from more iteration and feedback than others. The guiding principles are not rules or prescriptions, but rather suggestions and recommendations that can help the organization achieve its objectives and deliver value to its stakeholders. References:

The 7 Guiding Principles of ITIL 4 - IFS Blog1

NEW QUESTION # 57

Which can act as an operating model for an organization?

- A. The four dimensions of service management
- B. The ITIL guiding principles
- C. Continual improvement
- D. The service value chain

Answer: D

NEW QUESTION # 58

A legacy financial system requires the user to manually enter the time and date of the transaction to meet regulatory requirements. A recent internal audit has shown that these fields are often blank.

Which are effective controls that could improve compliance?

1. Modify the application to automatically add the current time and date when transaction is entered
2. Establish a communication plan to remind users of the importance of time and date on transactions
3. Develop a goals cascade so all staff know their role in achieving company goals
4. Create a report showing non-compliant records and take action to correct

- A. 2 and 3
- B. 3 and 4
- C. 1 and 2
- D. 1 and 4

Answer: D

Explanation:

Explanation

According to ITIL 4, an effective control environment is one that ensures that the organization's objectives are achieved in a reliable and compliant manner¹. Effective controls are the mechanisms that prevent, detect, or correct errors, fraud, or non-compliance in the organization's processes and activities². Some of the characteristics of effective controls are that they are aligned with the organization's goals, policies, and standards, they are proportionate to the level of risk, they are consistent and transparent, they are regularly monitored and reviewed, and they are responsive to changes and improvements³.

In the scenario given, the legacy financial system requires the user to manually enter the time and date of the transaction to meet regulatory requirements, but these fields are often blank. This indicates a lack of compliance and accuracy in the financial reporting process, which could expose the organization to legal, financial, or reputational risks. Therefore, some effective controls that could improve compliance are:

Modify the application to automatically add the current time and date when transaction is entered. This is a preventive control that reduces the risk of human error or omission by ensuring that the required information is always captured and recorded in the system. This control also enhances the efficiency and reliability of the process by eliminating the need for manual input.

Create a report showing non-compliant records and take action to correct. This is a detective and corrective control that identifies and resolves any instances of non-compliance or inaccuracy in the financial records. This control also provides feedback and evidence for the performance and effectiveness of the process and the controls.

The other options are not effective controls for improving compliance in this scenario because they do not directly address the root cause of the problem or provide a specific solution. Establishing a communication plan to remind users of the importance of time and date on transactions is a good practice, but it does not guarantee that the users will follow the instructions or comply with the requirements. Developing a goals cascade so all staff know their role in achieving company goals is a strategic activity, but it does not specify how the financial reporting process or the legacy system will be improved or controlled. Therefore, the best answer is D. 1 and 4. References:

1: ITIL 4 Managing Professional: Transition Module | Axelos

2: ITIL 4 Managing Professional Transition Course Online - Simplilearn

3: ITIL 4 MP Transition: a transformed framework | Axelos

4: Internal Controls for Better Compliance | Reducing Risk

5: Internal Controls: The Definitive Guide for Risk and Compliance Professionals - RiskOptics

6: How to Establish an Effective Control Environment

NEW QUESTION # 59

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