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ITIL 4 Managing Professional Transition exam is a certification exam that provides IT professionals with a transition path to become ITIL 4 Managing Professionals. ITIL-4-Transition exam covers the key concepts and practices of ITIL 4 and the ITIL 4 Managing Professional modules. Passing ITIL-4-Transition exam demonstrates a high level of knowledge and expertise in IT service management and provides IT professionals with the skills and knowledge needed to manage IT services in a complex and dynamic business environment.

ITIL 4 Managing Professional Transition certification exam consists of 40 multiple-choice questions, and candidates are given 90 minutes to complete the exam. ITIL-4-Transition Exam is based on the ITIL 4 framework and covers topics such as service management practices, service value system, service management technologies, and service management best practices. Candidates must obtain a minimum score of 28 out of 40 to pass the exam.

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ITIL 4 Managing Professional Transition Sample Questions (Q58-Q63):

NEW QUESTION # 58
A designer has been asked by an organization to design a new office chair. The designer has proposed a plant that they have been asked to validate. In 'design thinking', what should the designer do to BEST validate the plan

- A. Decide for the user what is important for the chair
- B. Adopt the user's point of view of using the chair
- C. Ask the user to communicate their needs for the chair
- D. Ask the user to provide feedback on a prototype of the chair

Answer: D

NEW QUESTION # 59
An organization supports the users of its services using a tiered structure. There are many specialists in the second- and third-line resolution teams who have worked for the organization for a long time. The organization is in the process of deploying many changes to services. This is likely to result in a large number of complex incidents. In addition, there are long backlogs of work for the second and third-line resolution teams to complete.
Which is the BEST approach or technique to resolve this situation?

- A. An information model
- B. Swarming
- C. Service integration and management
- D. Machine learning

Answer: B

Explanation:
Explanation
Swarming is a technique to more effectively resolve complicated and complex issues, which typically require more than one person or group to complete an activity effectively1. Swarming involves stakeholders working together to resolve the issue, rather than escalating it through a tiered structure2. Swarming can reduce the time toresolution, improve the customer experience, and enhance the knowledge sharing and collaboration among the support teams3. Swarming is also a concept used in Agile and DevOps methodologies, which are part of the ITIL 4 framework4.
Service integration and management (SIAM) is a management methodology that can help coordinate multiple service providers and ensure consistent and seamless service delivery to the customers. However, SIAM is not a technique to resolve complex incidents within an organization, but rather a way to manage the relationships and interactions among different service providers.
Machine learning is a branch of artificial intelligence that enables systems to learn from data and improve their performance without explicit programming. Machine learning can help automate some aspects of service management, such as incident classification, routing, and resolution. However, machine learning is not a technique to resolve complex incidents that require human intervention and collaboration.
An information model is a representation of concepts, relationships, constraints, rules, and operations to specify the semantics of something. An information model can help define and structure the data and information used in service management, such as configuration items, incidents, problems, changes, etc.
However, an information model is not a technique to resolve complex incidents, but rather a way to organize and manage the information.
Therefore, the best approach or technique to resolve the situation described in the question is swarming.
References: 1: ITIL 4 Foundation, page 77 2: ITIL 4 & swarming - finding the right people & process | Axelos 3: Swarming vs Tiered Support Models Explained - BMC Software 4: ITIL 4 Specialist: Create, Deliver and Support, page 33 : ITIL 4 Foundation, page 81 : ITIL 4 Specialist: High-Velocity IT, page 36 :
ITIL 4 Specialist: High-Velocity IT, page 37 : ITIL 4 Foundation, page 83 : ITIL 4 Specialist: Create, Deliver and Support, page 35

NEW QUESTION # 60
An organization is experiencing difficulties with the way it resolves incidents. The service desk staff are often unsure which teams to escalate an incident to. The incident is then passed between different teams until it reaches the correct team. Also, the service desk analyst does not always know the correct type of information and level of detail which will be required by the team that resolved the

issue. The organization is considering moving away from a formally organized system of tiered support groups. Which is an alternative to this structure that would help to improve the situation?

- A. Data analytics
- B. Continuous integration
- C. Swarming
- D. Robotic process automation

Answer: C

Explanation:
Explanation
Swarming is an alternative to the tiered support structure that would help to improve the situation. Swarming is a workflow management method that features in ITIL 4 Specialist: Create, Deliver and Support. It is designed for organizations that support complex systems or services. Swarming involves stakeholders working together to resolve the issue, rather than escalating it through different levels of support. Swarming can be used to identify the responsible group for the next action, or a swarm might be responsible for resolution.
Swarming is a technique to more effectively resolve complicated and complex issues, which typically require more than one person or group to complete an activity effectively. Swarming can also help to disseminate knowledge and experience among the support staff, and reduce the queues and delays caused by the escalation process. The other options are not relevant to the situation. Data analytics is the process of analyzing data to generate insights and support decision making. Robotic process automation is the use of software robots to automate repetitive and rule-based tasks. Continuous integration is a software development practice that involves merging code changes frequently and testing them automatically. References:
ITIL 4 & swarming - finding the right people & process | Axelos1
Swarming vs Tiered Support Models Explained - BMC Software2

NEW QUESTION # 61
Which concept is PRIMARILY concerned with multiple teams moving to a cross-functional way of working?

- A. Employee satisfaction measurement
- B. Working to a customer oriented mindset
- C. The value of positive communications
- D. Organizational structure

Answer: D

NEW QUESTION # 62
A good way to apply the ITIL guiding principle Focus on value is to:

- A. Be aware of system complexity
- B. Understand why services are used by service consumers
- C. Understand the whole but do something
- D. Do fewer tasks but in a better way with higher quality

Answer: B

Explanation:
Comprehensive and Detailed Explanation From Exact Extract of ITIL 4 Managing Professional Transition:
The guiding principle Focus on value emphasizes:
"Everything the organization does must map to value for stakeholders."
A key recommended practice under this principle is:
* Understanding how service consumers use the service and why it is valuable to them.
Options B and C relate to Think and work holistically.
Option D relates loosely to Keep it simple and practical or process streamlining.
Therefore, Option A is the correct application of Focus on value.

NEW QUESTION # 63
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