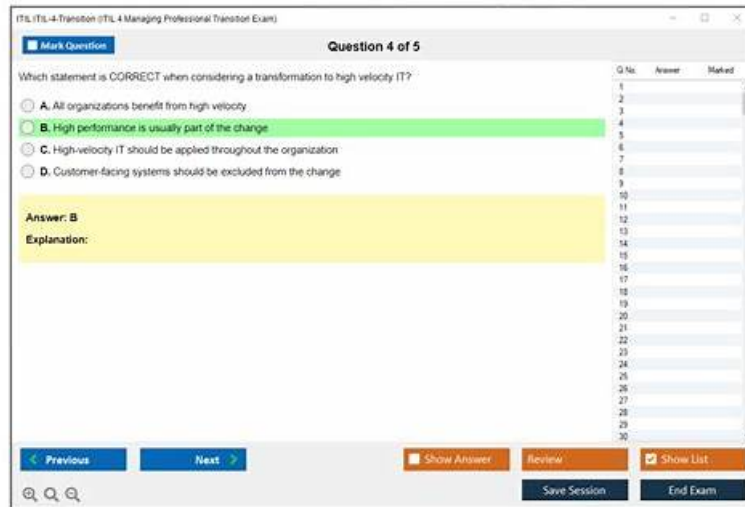


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ITIL ITIL-4-Transition Exam Syllabus Topics:

Section	Weight	Objectives
Topic 1: ITIL 4 Specialist: Create, Deliver and Support	15%	- Understand the concepts and challenges of value stream mapping - Apply the concepts of value streams to design and deliver services - Understand the key practices for effective service delivery - Understand the key practices for reliable and effective support - Understand the scope of the Direct, Plan and Improve practice
Topic 2: ITIL 4 Strategist: Direct, Plan and Improve	10%	- Apply the key principles and methods for effective direction and planning - Understand the key practices for direction and planning - Recognize the components of an effective digital and IT strategy
Topic 3: Craft and deliver a focused digital and IT strategy	25%	- Apply the strategic approach to digital and IT services - Understand the scope and key concepts of a digital and IT strategy - Identify the components and activities of a service value stream
Topic 4: Manage the journey to a service value stream	25%	- Understand the concept of a service value stream - Apply the service value stream approach to design and deliver services

Topic 5: Adopt and adapt the ITIL framework to deliver value in a digital era 25%

- Understand the principles and key concepts of ITIL 4
- Apply ITIL guiding principles in different contexts
- Map ITIL v3 practices to ITIL 4 practices

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ITIL 4 Managing Professional Transition Sample Questions (Q13-Q18):

NEW QUESTION # 13

Which activity is NOT recommended by the "start where you are" guiding principle?

- A. Discarding existing processes before assessing their usefulness
- B. Involving people who are not familiar with a service when observing and assessing its activities
- C. Applying risk management when considering introducing new processes
- D. Using source data to avoid unintentional data distortion found in reports

Answer: A

Explanation:

Comprehensive Explanation:

Start where you are emphasizes:

- * Do not discard what you have until you understand it.
- * Assess the current state based on evidence, not assumptions.
- * Use source data and accurate observation.

Option D violates the principle because it suggests removing existing processes before evaluation, which ITIL specifically warns against.

NEW QUESTION # 14

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

Answer: B

NEW QUESTION # 15

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

Explanation:

Explanation

Large batch sizes of work are considered a barrier to high performance in Lean and Agile because they increase the amount of work in progress (WIP), which leads to longer cycle times, higher variability, lower quality, and reduced feedback and learning. Large batches also increase the risk of waste, rework, and delays, as well as the complexity and uncertainty of the work. Lean and Agile advocate for reducing batch sizes and limiting WIP, which enables faster flow, shorter feedback loops, higher quality, and more value delivery.

Some of the practices that help reduce batch sizes and limit WIP are:

Pulling versus pushing work, which means that work is initiated only when there is a demand and capacity for it, rather than being assigned or scheduled in advance.

Making work visible, which means that the status and progress of work are transparent and accessible to all stakeholders, using tools such as Kanban boards, burn-down charts, and dashboards.

Limiting work-in-progress, which means that the number of work items in each stage of the workflow is restricted, based on the available resources and throughput, to prevent bottlenecks and overloading.

References:

NEW QUESTION # 16

An organization's customers have historically been satisfied with the functionality and performance of its service. Recently, however, the organization is getting complaints about both the performance of the services and areas such as sales and customer support. How BEST can the organization collect the information needed to address these complaints?

- A. Conduct satisfaction surveys after service interactions
- B. Gather customer service performance metrics and map to SLAs
- C. Use feedback from service reviews to assess value realization
- **D. Collect customer experience and service level metrics**

Answer: D

NEW QUESTION # 17

An organization with established processes for managing incidents, changes, and problems, receives a high volume of calls from users complaining that their issues are not being resolved efficiently. What is the FIRST step the organization should take to start to improve the situation?

- A. Review skills and competencies of user support staff to ensure they have the required capability
- B. Encourage teams to collaborate so they can focus on value of users
- **C. Use value stream mapping to help understand the end-to-end flow of user support**
- D. Improve the integration of tools to ensure there are no gaps between processes

Answer: C

Explanation:

Value stream mapping is a technique that helps to understand the end-to-end flow of user support, from the demand to the value delivery. It is a tool that features in ITIL 4 Specialist: Create, Deliver and Support. Value stream mapping can help to identify the steps, activities, roles, responsibilities, tools, and outcomes involved in the user support process. It can also help to identify the value, waste, and opportunities for improvement in each step. Value stream mapping can help the organization to optimize the user support process and enhance the customer experience. Therefore, using value stream mapping is the first step the organization should take to start to improve the situation. The other options are not the first steps, but they could be considered after the value stream mapping is done. Reviewing skills and competencies of user support staff, improving the integration of tools, and encouraging teams to collaborate are all possible actions that could result from the value stream mapping analysis, but they are not the first step to understand the problem and the current state of the user support process. References:

* ITIL 4 & swarming - finding the right people & process | Axelos1

* Swarming vs Tiered Support Models Explained - BMC Software1

* What ITSM Practitioners Need to Know About Value Stream Mapping2

NEW QUESTION # 18

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