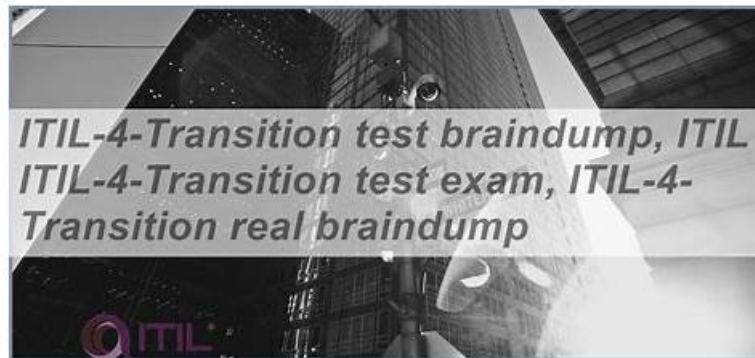


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ITIL 4 Managing Professional Transition Sample Questions (Q24-Q29):

NEW QUESTION # 24

Which is a method for value-driven, data-driven and user-centered service design?

- A. Stakeholder analysis
- B. Balanced scorecard
- C. The MoSCoW method
- D. Design thinking

Answer: C

Explanation:

Explanation

Differential charging is a mechanism that allows the service provider to charge different prices for the same service depending on some pre-defined parameters, such as time of day, location, demand, etc. This way, the service provider can optimize the use of resources and encourage or discourage the consumption of the service at certain times or places. For example, a telecom operator may charge more for a phone call during peak hours than during off-peak hours. This is different from other charging mechanisms,

such as:

Cost: The service provider charges the customer the exact amount of money that it costs to deliver the service, without any profit margin or overhead.

Cost plus: The service provider charges the customer the cost of delivering the service plus a fixed percentage or amount of profit.

Market price: The service provider charges the customer the price that is determined by the supply and demand of the service in the market, regardless of the actual cost of delivering the service. References:

Service financial management: ITIL 4 Practice Guide, section 2.2.1

Charging and ITIL Financial Management - What are the options?, section "Internal services - Living on the safe side"

NEW QUESTION # 25

An organization is attempting to improve the design, development and transition of new services. It recognizes that some ways of working are not focused on creating value.

Which is an example of a working practice that the organization should STOP?

- A. Involving customers and users in testing activities to understand whether the service meets the customers' and users' expectations
- B. Designing systems with the continual involvement of customers to ensure that any changes in requirements are understood as early as possible
- C. Defining the features and functionality of services by relying on the developers' previous experience of designing similar systems for customers
- D. Involving users, customers and other stakeholders when communicating desired outcomes in the form of user stories

Answer: C

Explanation:

This working practice is not focused on creating value because it does not involve the customers or users in defining the requirements and expectations of the service. It also assumes that the developers' previous experience is relevant and sufficient for the current situation, which may not be the case. This practice may lead to delivering a service that does not meet the needs and preferences of the customers or users, or that is not aligned with the organization's strategy and objectives. References:

* ITIL 4 Managing Professional Transition Module Sample Paper - English1, page 6, question 1, answer A

* ITIL 4 Foundation: ITIL 4 Edition2, page 67, section 4.1.1, paragraph 2

* ITIL 4 Managing Professional: Create, Deliver and Support3, page 9, section 1.1, paragraph 3

* ITIL 4 Managing Professional: Direct, Plan and Improve4, page 11, section 1.1, paragraph 2

NEW QUESTION # 26

What do design thinking and service-dominant logic have in common?

- A. Both require clearly defined requirements and acceptance criteria
- B. Both focus on product functionality and on building new features
- C. Both involve collaborating with customers to ensure their needs are met
- D. Both focus solely on the needs and problems of the consumers

Answer: C

Explanation:

Explanation

Design thinking and service-dominant logic have in common that both involve collaborating with customers to ensure their needs are met. Design thinking is a human-centered approach to problem solving that emphasizes empathy, creativity, and experimentation. Service-dominant logic is a framework for understanding value creation, which focuses on the exchange of services between two or more entities. Both concepts share the following principles:

Value is co-created by the provider and the customer in the context of use. The provider does not deliver value, but rather offers value propositions that the customer can accept or reject. The customer is an active participant in the value creation process, not a passive recipient of goods or services.

The customer is the ultimate judge of value. The provider cannot determine the value of the offering in advance, but rather has to understand the customer's needs, preferences, and expectations. The provider has to engage with the customer in an ongoing dialogue and feedback loop to ensure that the offering meets or exceeds the customer's expectations.

The offering is a holistic solution that integrates goods, services, and experiences. The provider does not differentiate between tangible and intangible products, but rather offers a complete solution that addresses the customer's problem or opportunity. The provider has to design the offering in a way that delivers a positive customer experience and enhances the customer's well-being.

References:

Exploring Overlaps and Differences in Service Dominant Logic and Design Thinking Service-Dominant Logic: Key Principles and History Service-Dominant Logic and How It Reframes Our Business Operations The New Paradigm: H2H Marketing

NEW QUESTION # 27

Which of the following is a necessity for a successful service level agreement (SLA)?

- A. Vague targets, such as user experience metrics, should be avoided
- B. To promote consistency, carry SLAs forward unchanged every year
- C. Base the SLA on system-based metrics that are useful to the service provider
- D. The language and terms used in the SLA should be commonly understood by all parties

Answer: D

Explanation:

Comprehensive Explanation:

For an SLA to be effective, ITIL stresses:

- * Clear, simple, and agreed language
- * Shared understanding between the provider and the customer
- * Terms that are meaningful to both parties

ITIL warns against:

- * Using technical metrics that only the provider understands
- * Carrying outdated SLAs forward
- * Avoiding user-experience metrics - these are valuable

Thus, Option A is the required necessity.

NEW QUESTION # 28

What is a user?

- A. The role that directs and controls an organization
- B. The role that defines the requirements for a service
- C. The role that authorizes budget for service consumption
- D. The role that uses services

Answer: D

Explanation:

Comprehensive and Detailed Explanation From Exact Extract of ITIL 4 Managing Professional Transition:

According to ITIL 4, a user is defined as "a person who uses services."

- * Users are distinct from customers or sponsors.
- * A customer is the person who defines the requirements for a service and takes responsibility for outcomes.
- * A sponsor is the role that authorizes the budget for service consumption. Therefore, the role that uses the service is referred to as a user, making Option B correct.

NEW QUESTION # 29

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