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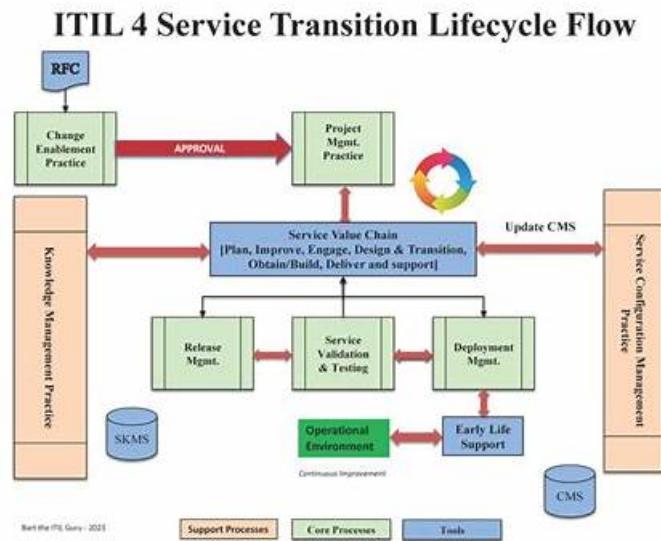
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100% Pass 2026 ITIL ITIL-4-Transition: ITIL 4 Managing Professional Transition –High Hit-Rate Study Plan

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ITIL 4 Managing Professional Transition exam comprises four modules, of which each module is designed to test the candidate's knowledge in key ITIL 4 practices. The four modules include ITIL 4 Foundation, Create, Deliver and Support, Drive Stakeholder Value, and High-Velocity IT. After completing the modules, the candidates are required to pass the exam to obtain the ITIL Managing Professional Transition certification. ITIL 4 Managing Professional Transition certification ensures that IT professionals have mastered the advanced ITIL 4 concepts and possess the skills to manage IT services in a modern, technology-driven business environment.

ITIL 4 Managing Professional Transition Sample Questions (Q18-Q23):

NEW QUESTION # 18

Which is included in onboarding?
1. Negotiating service targets with customers
2. Building awareness of the new consumer
3. Ensuring resources are prepared for service provision
4. Designing the service components and infrastructure

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

Answer: B

Explanation:
Explanation
Onboarding is one of the six activities in the service value chain, which is the set of interconnected activities that an organization performs to deliver a valuable product or service to its consumers and other stakeholders1. Onboarding involves providing the consumer with the agreed service and ensuring that they can use it as intended1. This includes building awareness of the new consumer, such as informing them about the service features, benefits, and costs, as well as ensuring resources are prepared for service provision, such as allocating staff, equipment, and facilities2. Negotiating service targets with customers is part of the engage activity, which involves understanding the needs and expectations of the stakeholders and establishing agreements on how to meet them1. Designing the service components and infrastructure is part of the design and transition activity, which involves ensuring that products and services continually meet stakeholder expectations for quality, costs, and time to market1. References:
ITIL 4 Foundation: Service Value Chain
Transforming customer journeys with ITIL 4 DSV

NEW QUESTION # 19
Which activity is NOT recommended by the "start where you are" guiding principle?

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

Answer: D

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 # 20
What BEST describes the relationship between planning and risk?

- A. Planning focuses on what needs to be accomplished, risk management is part of how work is to be performed
- B. Planning is a high level function, risk management is a tactical activity
- C. Risk management is the exclusive domain of dedicated risk managers
- D. Planning should always consider risks and how to mitigate them

Answer: D

Explanation:
The correct answer is B because planning is the process of defining and organizing the activities and resources needed to achieve the objectives of a service or product. Planning should always consider the risks that may affect the delivery of value, and how to mitigate them. Risk management is the practice of identifying, analyzing, evaluating, and treating uncertainties that could prevent the

achievement of goals or objectives. Risk management is an integral part of planning, as well as other service management practices, such as governance, continual improvement, and change control.

The other options are not correct because they do not describe the relationship between planning and risk accurately. Option A is wrong because planning and risk management are both strategic and tactical functions, depending on the scope and level of detail. Option C is wrong because planning does not only focus on what needs to be accomplished, but also how, when, who, and why. Risk management is not just part of how work is to be performed, but also why and what. Option D is wrong because risk management is not the exclusive domain of dedicated risk managers, but a shared responsibility of all stakeholders involved in service management.

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NEW QUESTION # 21
In service relationships what is a benefit of identifying consumer roles?

- A. It provides shared service expectations
- B. It removes constraints from the customer
- C. It enables effective stakeholder management
- D. It enables a common definition of value

Answer: C

NEW QUESTION # 22
A service support agents adjusts support actions following a call form a frustrated user. Which concept describes this behavior?

- A. Customer orientation
- B. Positive communication
- C. Team Culture
- D. Employee satisfaction management

Answer: A

Explanation:
Customer orientation is an approach to business that focuses on assisting customers in achieving their goals, as opposed to adopting a sales oriented methodology12. It involves understanding the needs, expectations, and preferences of the customers and delivering value that meets or exceeds them. Customer orientation also implies adapting to the feedback and behavior of the customers and tailoring the service accordingly.
Therefore, when a service support agent adjusts support actions following a call from a frustrated user, they are demonstrating customer orientation, as they are trying to resolve the user's issue in a way that suits their emotional state and satisfaction level.
Customer orientation is one of the key concepts in ITIL 4, as it helps to create value co-creation and drive stakeholder value34. It is also aligned with the ITIL guiding principles of focus on value, collaborate and promote visibility, and keep it simple and practical34.
References:
* The customer journey and ITIL 4 | Axelos3
* Holistic IT - a non-siloed approach with ITIL 4 | Axelos4
* Customer Orientation: What it Is and How to Implement It [+Examples]1
* Mastering Customer Orientation: Definition, Importance and Strategies2

NEW QUESTION # 23
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Getting the ITIL 4 Managing Professional Transition (ITIL-4-Transition) certification is the way to go if you're planning to get into ITIL or want to start earning money quickly. Success in the ITIL 4 Managing Professional Transition (ITIL-4-Transition) exam of this credential plays an essential role in the validation of your skills so that you can crack an interview or get a promotion in an ITIL company. Many people are attempting the ITIL 4 Managing Professional Transition (ITIL-4-Transition) test nowadays because its importance is growing rapidly. The product of ActualTestsQuiz has many different premium features that help you use this product with ease. The study material has been made and updated after consulting with a lot of professionals and getting customers' reviews.

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