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ITIL 4 Managing Professional Transition exam is the quickest and most efficient way for ITIL v3 certified professionals to transition to ITIL 4. It is a high-level certification that covers the key concepts and principles of the ITIL 4 framework. ITIL-4-Transition Exam is designed to test the candidate's understanding of the new ITIL 4 framework and how it differs from the previous version.

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ITIL ITIL-4-Transition (ITIL 4 Managing Professional Transition) Certification Exam is an essential certification for IT professionals looking to transition from ITIL v3 to ITIL 4. ITIL 4 Managing Professional Transition certification provides individuals with the skills and knowledge needed to manage IT services in a modern, agile, and digital environment. It enhances an individual's career

prospects and increases their earning potential.

ITIL-4-Transition Exam is a certification exam that is designed for IT professionals who have already achieved the ITIL v3 certification and want to upgrade their knowledge and skills to the latest version of ITIL. ITIL-4-Transition Exam is part of the ITIL 4 Managing Professional certification, which is comprised of four modules, including ITIL 4 Foundation, ITIL 4 Specialist Create, Deliver and Support, ITIL 4 Specialist Drive Stakeholder Value, and ITIL 4 Specialist High-Velocity IT. The ITIL-4-Transition Exam is the final module of this certification, and it provides a seamless transition for IT professionals who want to upgrade their skills to ITIL 4.

ITIL 4 Managing Professional Transition Sample Questions (Q52-Q57):

NEW QUESTION # 52

An organization has IT divisions distributed globally. As the organization has grown, it has become difficult to align the activities of the IT divisions with the organization's objectives. How can the organization ensure that all IT activities are aligned with the organization's objectives?

- A. Establish increasingly detailed objectives at each level of the organization that align directly with the objectives of the layer above
- B. Prioritize risk mitigation strategies in alignment with the organization's risk appetite
- C. Put compliance controls in place to ensure that all centers of expertise are following the same practices
- D. Collect feedback from both organizational and IT leadership from each region

Answer: A

NEW QUESTION # 53

An organization's lead times and the flow of tasks across value streams are being impacted because tasks often sit waiting in queues. Which technique can be used to overcome this challenge?

- A. Increasing batch sizes
- B. Limiting work-in-progress
- C. Introducing a push system
- D. Clarifying definition of done'

Answer: B

Explanation:

Limiting work-in-progress (WIP) is a technique that involves setting a maximum number of tasks that can be in progress at any given stage of the workflow. This helps to reduce the amount of time that tasks spend waiting in queues, which improves the flow of work and reduces the lead time. Limiting WIP also encourages the team to focus on completing the tasks that are already started, rather than starting new ones, which improves the quality and value of the work. Limiting WIP is a key practice of Kanban, which is one of the methods covered in the ITIL 4 Managing Professional Transition module. References:

* Limiting Work in Progress (WIP) in Scrum with Kanban - What / When / Who / How

* The Surprising Impact of Limiting Work in Progress on the Flow of Work ...

NEW QUESTION # 54

Which is an example of a service request?

- A. A request for normal operation to be restored
- B. A request to implement a security patch
- C. A request for access to a file
- D. A request to investigate the cause of an incident

Answer: C

Explanation:

Comprehensive Explanation:

A service request is a request from a user for something to be provided.

Common examples include:

* Access requests

* Information requests
* Installation of standard services
"Access to a file" is a typical service request.
Options A and D relate to incident and problem management.
Option B is a change request.
Thus, Option C is correct.

NEW QUESTION # 55

Which is a purpose of the customer journey?

- A. To understand the interactions between the user and the service provider
- B. To understand the service consumer resources required to deliver the service
- C. To maximize the co-creation of value from both an outcome and experience perspective
- D. To maximize the number of contacts with the customer in order to enhance the service

Answer: C

Explanation:

The customer journey is the complete end-to-end experience customers have with one or more service providers and/or their products through the touchpoints and service interactions with those providers¹. The purpose of the customer journey is to understand the needs, expectations, and preferences of the customers and users, and to design, deliver, and improve services that meet those requirements and create value for them. The customer journey also helps to identify the opportunities and challenges for co-creating value with the customers and users, and to optimize the customer experience throughout the service relationship²³. By mapping the customer journey, the service provider can ensure that the services are aligned with the customer outcomes and that the service interactions are positive and satisfying for the customers and users⁴. References:

- * ITIL 4 Managing Professional: Drive Stakeholder Value⁵, page 14, section 2.1, paragraph 1
- * ITIL 4 Foundation: ITIL 4 Edition, page 20, section 2.3, paragraph 2
- * ITIL 4 Managing Professional: Create, Deliver and Support, page 10, section 1.1, paragraph 4
- * ITIL 4 Managing Professional: Direct, Plan and Improve, page 12, section 1.1, paragraph 3
- * ITIL 4: Connecting the key concepts Part 4 | Axelos³, paragraph 2
- * The customer journey and ITIL 4 | Axelos¹, paragraph 2
- * ITIL4 - Mapping the Customer Journey - ITSM Professor², paragraph 2

NEW QUESTION # 56

Which is an example of a digital organization?

- A. An organization which uses IT to improve its 'service desk' practice
- B. An organization which has undergone an IT transformation
- C. An organization which uses IT to support its operational processes
- D. An organization which uses IT to change its strategic direction

Answer: D

NEW QUESTION # 57

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