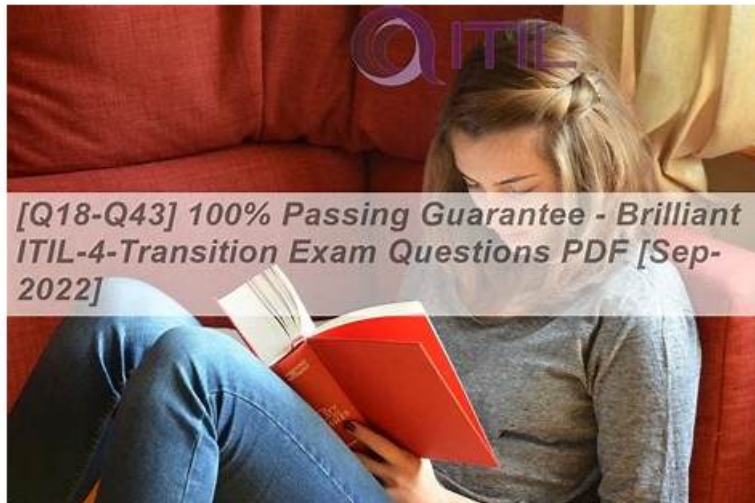


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### ITIL 4 Managing Professional Transition Sample Questions (Q67-Q72):

#### NEW QUESTION # 67

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. Use feedback from service reviews to assess value realization
- B. Collect customer experience and service level metrics
- C. Gather customer service performance metrics and map to SLAs

- D. Conduct satisfaction surveys after service interactions

**Answer: B**

Explanation:

The best way for the organization to collect the information needed to address the complaints is to collect customer experience and service level metrics. Customer experience metrics are measures of how customers perceive the quality and value of the service and the interactions they have with the service provider. Service level metrics are measures of how well the service meets the agreed requirements and expectations of the customers and users. By collecting both types of metrics, the organization can identify the gaps and issues in the service delivery and the customer journey, and take actions to improve them. Some examples of customer experience metrics are customer satisfaction, net promoter score, customer effort score, and customer loyalty.

Some examples of service level metrics are availability, reliability, performance, and incident resolution time.

References: <https://www.axelos.com/resource-hub/blog/itil-4-leads-to-value>

<https://www.genroe.com/blog/what-is-the-role-of-customer-feedback-in-the-itil-framework/861>

### NEW QUESTION # 68

Which term is used to define "any component that needs to be managed in order to deliver an IT service"?

- A. An IT asset
- B. An event
- **C. A configuration item**
- D. A change

**Answer: C**

Explanation:

Comprehensive Explanation:

A Configuration Item (CI) is defined as:

Any component that must be managed in order to deliver an IT service.

Thus, Option C fits the exact ITIL 4 definition.

### NEW QUESTION # 69

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

**Answer: C**

Explanation:

Value stream mapping is a lean tool that documents the step-by-step processes required to bring a product or service to market. It helps visualize, analyze, and improve all the steps involved by identifying waste and reducing process cycle times. The ultimate goal of VSM is to create more value for customers while improving overall efficiency<sup>1</sup>. An organization that receives a high volume of calls from users complaining that their issues are not being resolved efficiently should use value stream mapping to help understand the end-to-end flow of user support. By laying out each step in detail within the user support process, VSM helps the organization better understand and more easily identify optimization opportunities. VSM also helps the organization see more than waste in their user support process, including the sources of waste, the value-adding and non-value-adding activities, the material and information flow, and the decisions that affect the flow<sup>2</sup>. Using value stream mapping, the organization can create a current state map that shows the actual condition of the user support process, and a future state map that shows the target image of how the user support process should work after making improvements. VSM also forms the basis of an implementation plan, a blueprint for improvement, that helps the organization design how the whole user support process should operate<sup>2</sup>. Therefore, using value stream mapping is the first step the organization should take to start to improve the situation. References:

\* Understanding the Fundamentals of Value-Stream Mapping

\* Value stream mapping: Examples, process, template, and symbols

### NEW QUESTION # 70

Which BEST describes the primary role of a governing body?

- A. To establish and regularly review the goals cascade throughout the organization
- B. To develop and regularly review IT measures and metrics
- C. To establish and regularly review the effectiveness of risk management and internal controls
- D. To annually review and approval of IT projects to maximize business value

**Answer: A**

Explanation:

According to ITIL 4, the primary role of a governing body is to evaluate, direct, and monitor the organization's activities, including its service management. One of the key activities of the governing body is to establish and regularly review the goals cascade throughout the organization, which is a mechanism to align the objectives and activities of different levels of the organization with the overall vision and mission. The goals cascade helps to ensure that the organization is delivering value to its stakeholders and customers, and that the service management practices are aligned with the strategic direction and governance framework. Therefore, the best answer is A. To establish and regularly review the goals cascade throughout the organization. The other options are not the primary role of a governing body, but rather some of the possible activities or responsibilities that the governing body may delegate or oversee. For example, option B. To develop and regularly review IT measures and metrics, may be part of the monitoring activity of the governing body, but it is not the main purpose of its role. Option C. To annually review and approval of IT projects to maximize business value, may be part of the directing activity of the governing body, but it is not the only or the most frequent task that it performs. Option D. To establish and regularly review the effectiveness of risk management and internal controls, may be part of the evaluating activity of the governing body, but it is not the core function of its role. References:

\* Chapter 9: The SVS: Governance - ITIL 4 Essentials: Your essential ...1

\* Building governance, risk and compliance with ITIL 4 | Axelos2

\* Roles and Responsibilities in ITIL and ITSM | ITIL 4 Role Types3

### NEW QUESTION # 71

What is the MOST LIKELY reason for an organization to delay a transformation to high velocity?

- A. The organization needs to maintain high levels of information security
- B. The organization needs high levels of IT service availability
- C. The organization is facing rapidly changing customer needs
- D. The organization is not ready for a cultural change

**Answer: D**

Explanation:

Explanation

The most likely reason for an organization to delay a transformation to high velocity is that the organization is not ready for a cultural change. High velocity IT requires a significant shift in the mindset, values, and behaviors of the organization and its people, as well as the adoption of new ways of working, such as agile, lean, and DevOps. These changes can be challenging and disruptive for some organizations, especially those that have a traditional, hierarchical, or siloed culture. Therefore, the organization may need to assess its readiness and willingness for a cultural change before embarking on a transformation to high velocity IT. This reason is supported by the following references:

ITIL 4 Specialist: High-velocity IT explores the ways in which digital organizations and digital operating models function in high velocity environments1 ITIL 4 High-velocity IT: the digital enterprise2 ITIL4 Specialist: High Velocity IT3

### NEW QUESTION # 72

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