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ITIL ITIL-4-Transition: ITIL 4 Managing Professional Transition Exam is an important certification for IT professionals who want to transition from ITIL v3 to ITIL 4. It covers a range of topics related to ITIL 4 and demonstrates an individual's commitment to providing high-quality IT services. Obtaining this certification can help individuals advance their careers in IT service management and improve their organization's IT service delivery.

## ITIL 4 Managing Professional Transition Sample Questions (Q26-Q31):

### NEW QUESTION # 26

What is the expected outcome from using a service value chain?

- A. The application of practices
- B. Customer engagement
- C. Service value streams
- D. Value realization

Answer: D

Explanation:

Explanation

The expected outcome from using a service value chain is value realization. Value realization is the process of ensuring that the intended benefits of a product or service are achieved or exceeded. Value realization is not only about delivering value to customers, but also capturing value for the service provider and other stakeholders. The service value chain is an operating model that outlines the key activities required to respond to demand and facilitate value realization through the creation and management of products and services. The service value chain consists of six activities: plan, improve, engage, design and transition, obtain/build, and deliver and support. Each activity contributes to value creation by transforming various inputs into specific outputs. The service value chain can be configured in different ways to form service value streams, which are the end-to-end workflows that deliver a specific product or service to a customer or user. The service value chain also enables the application of practices, which are sets of organizational resources and capabilities that help perform work or accomplish an objective. The service value chain is flexible and adaptable to different contexts and scenarios, allowing the service provider to optimize the use of resources and deliver value in the most effective and efficient way. References:

ITIL 4 Foundation: ITIL 4 Edition, section 4.2.1

ITIL4 Service Value Chain [ITIL4 SVC Activities with Examples], section "ITIL 4 Service Value Chain Model"

### NEW QUESTION # 27

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. Failing to explain service provider actions that impact the customer
- D. Changes in service provider and customer staff

**Answer: C**

Explanation:

Explanation

The correct answer is C because failing to explain service provider actions that impact the customer can erode the trust and transparency that are essential for maintaining a long-term relationship. If the service provider does not communicate the reasons and consequences of their actions, the customer may feel ignored, misled, or dissatisfied. This can lead to conflicts, complaints, or even termination of the contract.

The other options are not as likely to be a threat to the relationship as option C. Scheduling interactions between customer and service provider (option A) can help to ensure regular communication and feedback, which can enhance the relationship. Changes in service provider and customer staff (option B) can be managed by ensuring a smooth handover and orientation process, which can also provide opportunities for building rapport and understanding. Failing to deal with communication in a timely fashion (option D) can cause delays and frustration, but it can be resolved by improving the communication channels and protocols, and by apologizing and explaining the reasons for the delay.

References:

ITIL 4 Managing Professional Transition Module Sample Paper - English, Question 1, Page 5 ITIL 4 Managing Professional:

Transition Module | Axelos, Section "What is the ITIL 4 Managing Professional Transition Module?", Paragraph 3 ITIL 4 Managing Professional Transition Course Online - Simplilearn, Section "Course Overview", Paragraph 2

### NEW QUESTION # 28

A legacy financial system requires the user to manually enter the time and date of the transaction to meet regulatory requirements. A recent internal audit has shown that these fields are often blank.

Which are effective controls that could improve compliance?

1. Modify the application to automatically add the current time and date when transaction is entered
2. Establish a communication plan to remind users of the importance of time and date on transactions
3. Develop a goals cascade so all staff know their role in achieving company goals
4. Create a report showing non-compliant records and take action to correct

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

**Answer: A**

Explanation:

Explanation

According to ITIL 4, an effective control environment is one that ensures that the organization's objectives are achieved in a reliable and compliant manner<sup>1</sup>. Effective controls are the mechanisms that prevent, detect, or correct errors, fraud, or non-compliance in the organization's processes and activities<sup>2</sup>. Some of the characteristics of effective controls are that they are aligned with the organization's goals, policies, and standards, they are proportionate to the level of risk, they are consistent and transparent, they are regularly monitored and reviewed, and they are responsive to changes and improvements<sup>3</sup>.

In the scenario given, the legacy financial system requires the user to manually enter the time and date of the transaction to meet regulatory requirements, but these fields are often blank. This indicates a lack of compliance and accuracy in the financial reporting process, which could expose the organization to legal, financial, or reputational risks. Therefore, some effective controls that could improve compliance are:

Modify the application to automatically add the current time and date when transaction is entered. This is a preventive control that reduces the risk of human error or omission by ensuring that the required information is always captured and recorded in the system. This control also enhances the efficiency and reliability of the process by eliminating the need for manual input.

Create a report showing non-compliant records and take action to correct. This is a detective and corrective control that identifies and resolves any instances of non-compliance or inaccuracy in the financial records. This control also provides feedback and evidence for the performance and effectiveness of the process and the controls.

The other options are not effective controls for improving compliance in this scenario because they do not directly address the root cause of the problem or provide a specific solution. Establishing a communication plan to remind users of the importance of time and date on transactions is a good practice, but it does not guarantee that the users will follow the instructions or comply with the requirements. Developing a goals cascade so all staff know their role in achieving company goals is a strategic activity, but it does not specify how the financial reporting process or the legacy system will be improved or controlled. Therefore, the best answer is D. 1 and 4. References:

1: ITIL 4 Managing Professional: Transition Module | Axelos

2: ITIL 4 Managing Professional Transition Course Online - Simplilearn

3: ITIL 4 MP Transition: a transformed framework | Axelos

4: Internal Controls for Better Compliance | Reducing Risk

5: Internal Controls: The Definitive Guide for Risk and Compliance Professionals - RiskOptics

6: How to Establish an Effective Control Environment

### NEW QUESTION # 29

A good way to apply the ITIL guiding principle Focus on value is to:

- A. Do fewer tasks but in a better way with higher quality
- B. Understand the whole but do something
- **C. Understand why services are used by service consumers**
- D. Be aware of system complexity

**Answer: C**

Explanation:

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

The guiding principle Focus on value emphasizes:

"Everything the organization does must map to value for stakeholders."

A key recommended practice under this principle is:

\* Understanding how service consumers use the service and why it is valuable to them.

Options B and C relate to Think and work holistically.

Option D relates loosely to Keep it simple and practical or process streamlining.

Therefore, Option A is the correct application of Focus on value.

### NEW QUESTION # 30

A service provider is planning a major change to its services and the way it delivers them. The project will include many changes to the working practices of staff. The service provider expects resistance to these changes and would like to manage communication in a sensitive way. Which is the MOST appropriate approach?

- A. Use instant messaging for both communicating and receiving feedback to ensure a quick response for all affected staff.
- **B. Use a mix of communication methods and ensure that a feedback mechanism is included that allows anonymity to be**

retained if desired

- C. Use a mix of communication methods and ensure that any feedback received is shared openly on a public forum to promote visibility
- D. Send an email to the affected staff and ensure that as much detail as possible is included to promote transparency

**Answer: B**

Explanation:

Explanation

The most appropriate approach for the service provider is to use a mix of communication methods and ensure that a feedback mechanism is included that allows anonymity to be retained if desired. This is because the service provider expects resistance to the changes and would like to manage communication in a sensitive way. By using a mix of communication methods, the service provider can reach a wider audience and cater to different preferences and needs of the staff. By ensuring that a feedback mechanism is included, the service provider can collect valuable input from the staff and address any concerns or issues that may arise. By allowing anonymity to be retained if desired, the service provider can encourage honest and candid feedback from the staff and avoid any fear of retaliation or negative consequences. This approach is aligned with the ITIL guiding principles of collaborate and promote visibility, keep it simple and practical, and optimize and automate<sup>12</sup>. It also follows the ITIL best practices for effective communication, such as communication is a two-way process, timing and frequency matter, and there is no single method of communication that works for everyone<sup>34</sup>. References:

The 7 Guiding Principles of ITIL 4 - IFS Blog<sup>1</sup>

The 7 Guiding Principles of ITIL 4: Practical Advice to Help You Make Decisions<sup>2</sup> Using ITIL's concepts: 5 principles of good communication<sup>3</sup> Importance of IT Communications in ITIL Implementation - Invensis Learning<sup>4</sup>

## NEW QUESTION # 31

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