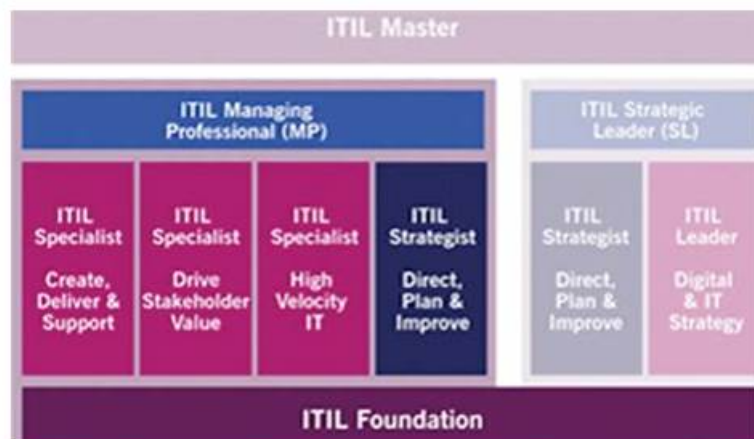


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ITIL 4 Managing Professional Transition Sample Questions (Q25-Q30):

NEW QUESTION # 25

An organization wants to become more efficient by reducing the amount of unnecessary work they do. Which approach would be MOST helpful?

- A. DevOps
- B. Safety culture
- C. Lean OK
- D. Site reliability engineering

Answer: C

Explanation:

Lean OK is an approach that would be most helpful for an organization that wants to become more efficient by reducing the amount

of unnecessary work they do. Lean OK is a combination of Lean and OKR (Objectives and Key Results), which are two complementary methodologies that aim to optimize value creation and eliminate waste. Lean is a philosophy and a set of principles and practices that focus on delivering value to customers and stakeholders, minimizing waste and inefficiencies, and continuously improving processes and products. OKR is a goal-setting and management framework that helps organizations align their objectives with their vision and strategy, communicate and track their progress, and measure their outcomes and impact. By using Lean OK, an organization can define clear and ambitious objectives that are aligned with customer needs and organizational goals, and set measurable and achievable key results that indicate how well the objectives are met. Lean OK also helps the organization to identify and eliminate any activities or processes that do not contribute to value creation or goal achievement, and to prioritize and optimize the ones that do. Lean OK enables the organization to become more efficient, effective, agile, and customer-centric. References: <https://unichrone.com/blog/it-service-management/lean-itol/>
<https://www.atlassian.com/blog/technology/what-the-new-itol-4-means-for-you-and-your-team>

NEW QUESTION # 26

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

Answer: A

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. Changes in service provider and customer staff
- B. Failing to explain service provider action that impact the customer
- C. Scheduling interactions between customer and service provider
- D. Failing to deal with communication in a timely fashion

Answer: B

Explanation:

The correct answer is A. Failing to explain service provider action that impact the customer. This is because a lack of transparency and communication can erode the trust and satisfaction of the customer, and lead to misunderstandings and conflicts. The service provider should always inform the customer of any changes, issues, or decisions that affect the customer's services, expectations, or outcomes. The service provider should also seek feedback from the customer and address any concerns or complaints promptly and effectively.

B). Scheduling interactions between customer and service provider is not a threat, but a good practice to maintain the relationship. Regular interactions can help to align the goals, values, and needs of both parties, and foster collaboration and mutual understanding. The service provider should also use these interactions to demonstrate value and performance, and to identify opportunities for improvement or innovation.

C). Changes in service provider and customer staff is not a threat, but a challenge that can be overcome with proper knowledge management and relationship management. The service provider should ensure that the knowledge and experience of the staff are captured, shared, and transferred to the new staff, and that the new staff are trained and competent to deliver the services. The service provider should also introduce the new staff to the customer and establish rapport and trust.

D). Failing to deal with communication in a timely fashion is a threat, but not the most likely one. Delayed or ignored communication can frustrate the customer and damage the reputation of the service provider. The service provider should respond to the customer's communication as soon as possible, and provide clear and accurate information. The service provider should also follow up on the communication and ensure that the customer's needs are met. References:

* ITIL 4 Managing Professional Transition Module Sample Paper - English, page 8, question 1, answer A

* ITIL 4 Managing Professional Transition Module Candidate Syllabus - English, page 9, learning outcome 1.3

* ITIL 4 Managing Professional Transition Course Online - Simplilearn, section 3.2, lesson 3.2.2, topic

"Relationship Management"

NEW QUESTION # 28

Which statement is CORRECT when considering a transformation to high velocity IT?

- A. All organizations benefit from high velocity
- B. Customer-facing systems should be excluded from the change
- C. High performance is usually part of the change
- D. High-velocity IT should be applied throughout the organization

Answer: C

Explanation:

A transformation to high velocity IT is a change that involves adopting digital operating models and practices that enable organizations to deliver products and services faster, better, and cheaper. High velocity IT is not suitable for all organizations or all parts of an organization, as it depends on the context, culture, and objectives of each situation. Therefore, statements A and C are incorrect. High velocity IT is especially relevant for customer-facing systems, as they need to meet the changing needs and expectations of customers in a competitive and dynamic environment. Therefore, statement D is also incorrect. High performance is usually part of the change, as high velocity IT aims to improve the quality, value, and outcomes of the products and services delivered, as well as the efficiency, effectiveness, and agility of the processes and practices involved. Therefore, statement B is correct. References:

- * ITIL 4 Specialist: High-velocity IT | Axelos
- * ITIL 4 High-velocity IT: the digital enterprise | Axelos
- * ITIL 4 High Velocity IT (HVIT) Book - EVERYONE - Skillsoft
- * ITIL 4 Specialist: High Velocity IT - Good e-Learning

NEW QUESTION # 29

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. Changes in service provider and customer staff
- B. Failing to explain service provider action that impact the customer
- C. Scheduling interactions between customer and service provider
- D. Failing to deal with communication in a timely fashion

Answer: B

Explanation:

Explanation

The correct answer is A. Failing to explain service provider action that impact the customer. This is because a lack of transparency and communication can erode the trust and satisfaction of the customer, and lead to misunderstandings and conflicts. The service provider should always inform the customer of any changes, issues, or decisions that affect the customer's services, expectations, or outcomes. The service provider should also seek feedback from the customer and address any concerns or complaints promptly and effectively.

B: Scheduling interactions between customer and service provider is not a threat, but a good practice to maintain the relationship. Regular interactions can help to align the goals, values, and needs of both parties, and foster collaboration and mutual understanding. The service provider should also use these interactions to demonstrate value and performance, and to identify opportunities for improvement or innovation.

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- ITIL 4 Managing Professional Transition Module Sample Paper - English, page 8, question 1, answer A ITIL 4 Managing Professional Transition Module Candidate Syllabus - English, page 9, learning outcome 1.3 ITIL 4 Managing Professional Transition

Course Online - Simplilearn, section 3.2, lesson 3.2.2, topic "Relationship Management"

NEW QUESTION # 30

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