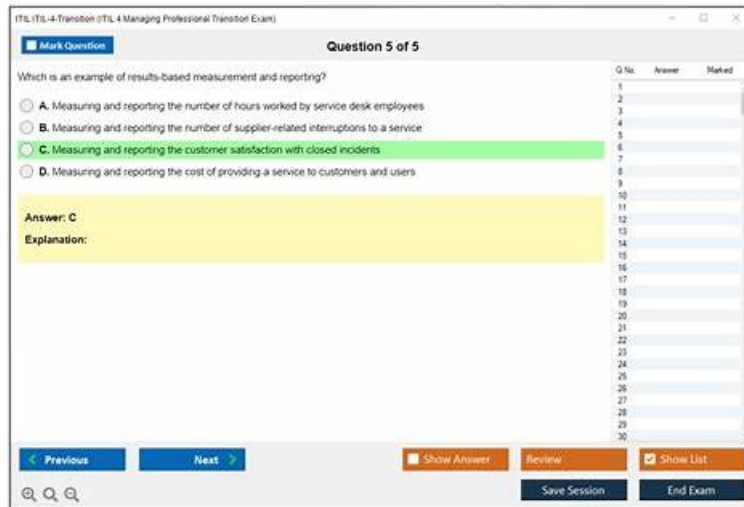


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ITIL 4 Managing Professional Transition exam focuses on various aspects of IT service management, including service value system, service management practices, and service management concepts. ITIL-4-Transition exam covers topics such as service management, service value system, service value chain, service management practices, and ITIL guiding principles. The ITIL 4 Managing Professional Transition exam also covers the new concepts introduced in ITIL 4, such as the four dimensions of service management and the service value system.

ITIL 4 Managing Professional Transition exam is a 90-minute test consisting of 40 multiple-choice questions that evaluate the candidate's understanding of the ITIL 4 framework, its principles, and practices. ITIL-4-Transition Exam covers four key modules - Create, Deliver and Support, Drive Stakeholder Value, High Velocity IT, and Direct, Plan and Improve. Passing ITIL-4-Transition exam tests the candidate's knowledge and understanding of the ITIL 4 framework, enabling them to apply it in real-world scenarios and help organizations achieve their business goals through efficient IT service management.

>> Actual ITIL-4-Transition Test Answers <<

ITIL-4-Transition Downloadable PDF - ITIL-4-Transition Practical Information

In the era of informational globalization, the world has witnessed climax of science and technology development, and has enjoyed the prosperity of various scientific blooms. In 21st century, every country had entered the period of talent competition, therefore, we must begin to extend our ITIL-4-Transition personal skills, only by this can we become the pioneer among our competitors. At the same time, our competitors are trying to capture every opportunity and get a satisfying job. In this case, we need a professional ITIL-4-Transition Certification, which will help us stand out of the crowd and knock out the door of great company.

ITIL 4 Managing Professional Transition is a certification exam that is designed for IT professionals who are already certified in ITIL v3. ITIL-4-Transition Exam is intended to help them transition to the ITIL 4 framework. ITIL 4 Managing Professional Transition certification demonstrates that the candidate has the knowledge and skills required to manage and operate IT services in line with the ITIL 4 framework.

ITIL 4 Managing Professional Transition Sample Questions (Q44-Q49):

NEW QUESTION # 44

What BEST describes the relationship between planning and risk?

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

Answer: D

NEW QUESTION # 45

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. Gather customer service performance metrics and map to SLAs
- **B. Collect customer experience and service level metrics**
- C. Conduct satisfaction surveys after service interactions
- D. Use feedback from service reviews to assess value realization

Answer: B

Explanation:

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 # 46

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

Answer: B

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 manner¹. Effective controls are the mechanisms that prevent, detect, or correct errors, fraud, or non-compliance in the organization's processes and activities². 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 improvements³.

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 # 47

Which is the MOST LIKELY way of resolving major incidents?

- A. The service desk identifying the cause and a resolution
- B. Users establishing a resolution using self-help
- **C. A temporary team working together to identify a resolution**
- D. A support team following detailed procedures for investigating the incident

Answer: C

Explanation:

Comprehensive Explanation:

Major incidents typically require:

- * Urgent coordinated effort
- * Involvement of multiple teams or specialists
- * Focused collaboration
- * Rapid restoration of service

ITIL describes forming a temporary major incident team as the standard response.

Options A and B are too simple; option D is procedural but not sufficient for major incidents.

NEW QUESTION # 48

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 a mix of communication methods and ensure that a feedback mechanism is included that allows anonymity to be retained if desired**
- B. Use a mix of communication methods and ensure that any feedback received is shared openly on a public forum to promote visibility
- C. Send an email to the affected staff and ensure that as much detail as possible is included to promote transparency
- D. Use instant messaging for both communicating and receiving feedback to ensure a quick response for all affected staff.

Answer: A

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 automate¹². 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 everyone³⁴. References:

The 7 Guiding Principles of ITIL 4 - IFS Blog¹

The 7 Guiding Principles of ITIL 4: Practical Advice to Help You Make Decisions² Using ITIL's concepts: 5 principles of good communication³ Importance of IT Communications in ITIL Implementation - Invensis Learning⁴

NEW QUESTION # 49

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