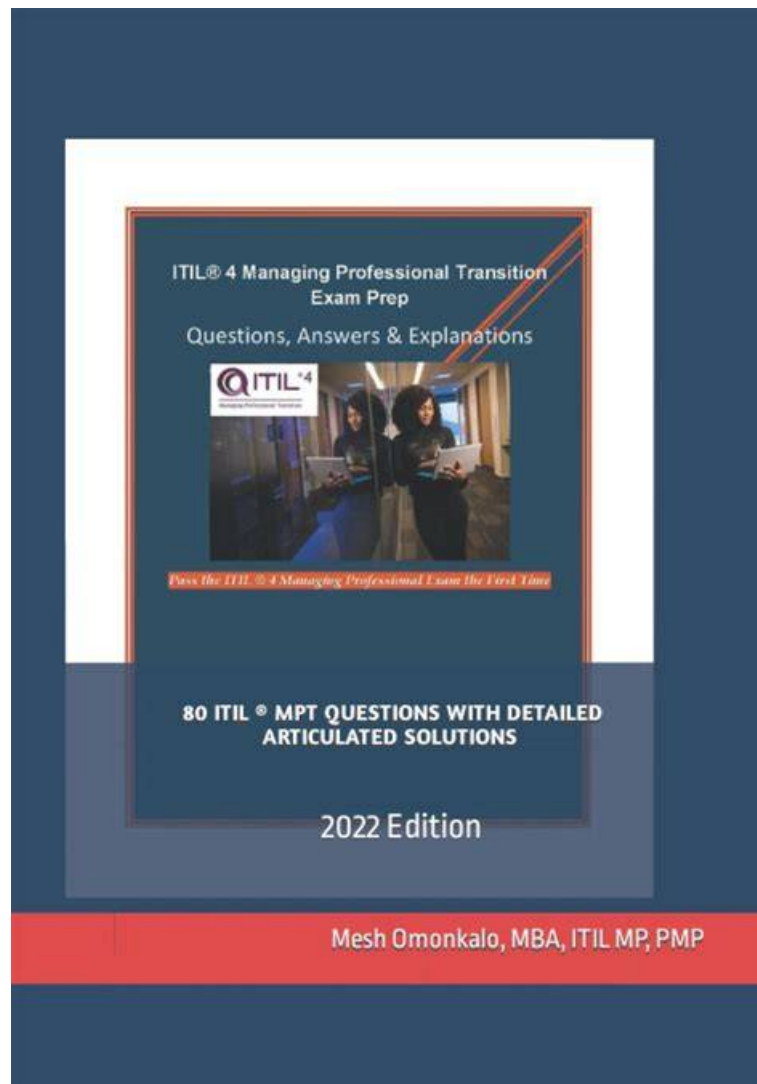


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ITIL 4 Managing Professional Transition Sample Questions (Q30-Q35):

NEW QUESTION # 30

Which is a purpose of the customer journey?

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

Answer: A

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 # 31

Which are elements of the service value system?

- A. Outcomes, utility, warranty
- B. Customer value, stakeholder value, organization
- C. Service provision, service consumption, service relationship management
- D. Governance, service value chain, practices

Answer: D

Explanation:

Explanation

The service value system is a model that describes how all the components and activities of an organization work together as a system to enable value creation. The service value system consists of five elements:

governance, service value chain, practices, guiding principles, and continual improvement. Governance is the means by which an organization is directed and controlled. It ensures that the organization's strategy, policies, and objectives are aligned with the value proposition and the stakeholder needs. Service value chain is a set of interconnected activities that an organization performs to deliver a valuable product or service to its consumers and to facilitate value realization. Practices are sets of organizational resources designed for performing work or accomplishing an objective. Practices include processes, roles, tools, techniques, and methods that enable the organization to carry out its work effectively and efficiently. The other two elements of the service value system are guiding principles and continual improvement, which are not part of the answer options.

References:

The ITIL 4 Service Value System Explained - ITSM.tools
Service Value System in ITIL 4 Explained | Sprintzeal

NEW QUESTION # 32

What do Lean and Agile consider a barrier to high performance?

- A. Pulling versus pushing work
- B. Limiting work-in-progress
- C. Large batch sizes of work
- D. Making work visible

Answer: C

NEW QUESTION # 33

An organization supports the users of its services using a tiered structure. There are many specialists in the second- and third-line resolution teams who have worked for the organization for a long time. The organization is in the process of deploying many changes to services. This is likely to result in a large number of complex incidents. In addition, there are long backlogs of work for the second and third-line resolution teams to complete.

Which is the BEST approach or technique to resolve this situation?

- A. Service integration and management
- B. An information model
- C. Swarming
- D. Machine learning

Answer: C

NEW QUESTION # 34

Which ITIL guiding principle recommends using existing services, processes and tools when improving services?

- A. Focus on value
- B. Keep it simple and practical
- C. Start where you are
- D. Progress iteratively with feedback

Answer: C

Explanation:

The ITIL guiding principle of start where you are advises service providers to avoid starting from scratch when improving services, but rather to assess the current state and use existing services, processes and tools as a basis for improvement. This principle helps to avoid wasting resources, reinventing the wheel, or losing useful elements of the current state. It also helps to identify and leverage the strengths, weaknesses, opportunities and threats of the current situation. References:

- * ITIL 4 Managing Professional Transition Module, page 16
- * ITIL 4 Foundation: Complete Course with 2 Practice Exams, section 3.2.3
- * The 7 Guiding Principles of ITIL 4 - IFS Blog, paragraph 2
- * The 7 ITIL 4 Guiding Principles: Explained in Detail, paragraph 5

NEW QUESTION # 35

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