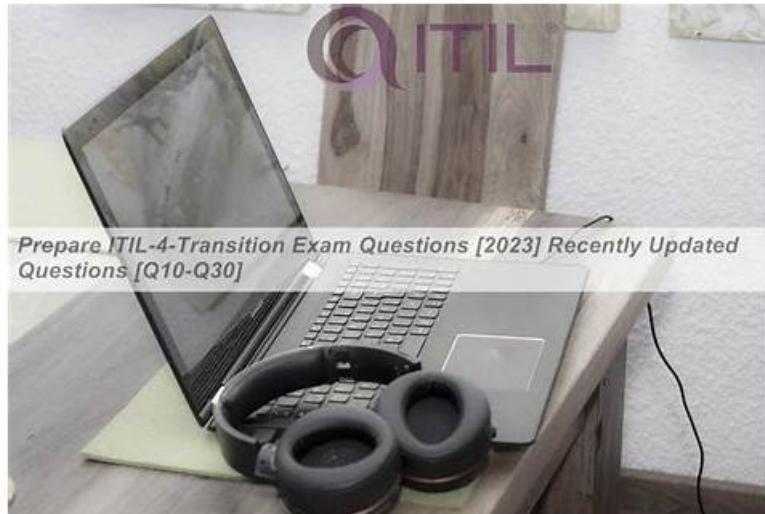


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### ITIL 4 Managing Professional Transition Sample Questions (Q42-Q47):

#### NEW QUESTION # 42

A software development team makes many hundreds of small changes every week.  
Who can BEST make the decision of whether to accept each change?

- A. The software development manager
- B. The sponsor in the service consumer organization
- C. The IT change manager
- D. The other members of the software development team

**Answer: D**

Explanation:

According to ITIL 4, change enablement is the practice of ensuring that risks are properly assessed, authorizing changes to proceed,

and managing a change schedule in order to maximize the number of successful IT changes. ITIL 4 recognizes that changes can vary in size, complexity, and risk, and therefore proposes different types of changes that require different levels of authorization and control. One of these types is standard change, which is a low-risk, pre-authorized change that is well understood and follows an agreed procedure. Standard changes are typically delegated to the service provider or the service consumer, depending on the nature of the change. For example, a software development team that makes many hundreds of small changes every week can be authorized to approve and implement these changes themselves, as long as they follow the agreed change model and comply with the relevant policies and standards. This way, the software development team can benefit from faster and more efficient change delivery, while minimizing the overhead and bureaucracy of the change enablement process. Therefore, the best answer is D. The other members of the software development team, as they can act as the change authority for standard changes within their scope of work.

References:

- \* ITIL 4 Change Management Process | Blog | Digital.ail
- \* ITIL 4's Move from Change Management to Change Enablement2

#### NEW QUESTION # 43

Which statement about user communities is CORRECT?

- A. Every user community should have at least one super-user
- B. Informal user communities should be disbanded and merged into official groups
- C. User communities are created by service providers to investigate the cause of problems
- D. **Communities set up by users may be recognized and supported by service providers**

**Answer: D**

Explanation:

User communities are groups of people who share a common interest or need related to a service or product. They can be formal or informal, online or offline, and may be initiated by service providers or users themselves. User communities can provide valuable feedback, insights, and support for service providers, as well as enhance the user experience and satisfaction. Therefore, service providers may recognize and support user communities that are set up by users, as long as they respect their autonomy and do not interfere with their activities. User communities are not created by service providers to investigate the cause of problems (option A), nor should they be disbanded or merged into official groups (option C). User communities may or may not have super-users, who are users with advanced skills or knowledge who can help other users, but this is not a requirement for every user community (option D). References: ITIL 4 Foundation, page 77; ITIL 4 Specialist: Drive Stakeholder Value, page 33.

#### NEW QUESTION # 44

How should the seven guiding principles be combined when an organization is making a decision?

- A. By using all the guiding principles equally when making any decision
- B. By using the focus on value' principle and one or two others that are relevant to the specific decision
- C. By using the one or two guiding principles that are most relevant to the specific decision
- D. **By reviewing each guiding principle to decide how relevant it is to the specific decision**

**Answer: D**

#### NEW QUESTION # 45

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 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 a mix of communication methods and ensure that a feedback mechanism is included that allows anonymity to be retained if desired**

**Answer: D**

## NEW QUESTION # 46

Which practice has a purpose that involves creating closer, more collaborative relationships?

- A. Release management
- B. Service configuration management
- **C. Supplier management**
- D. Information security management

**Answer: C**

Explanation:

Comprehensive Explanation:

The purpose of Supplier Management includes:

Ensuring that the organization's suppliers and their performance are adequately managed to support value creation through strong, collaborative relationships.

Thus, Option A is correct.

## NEW QUESTION # 47

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