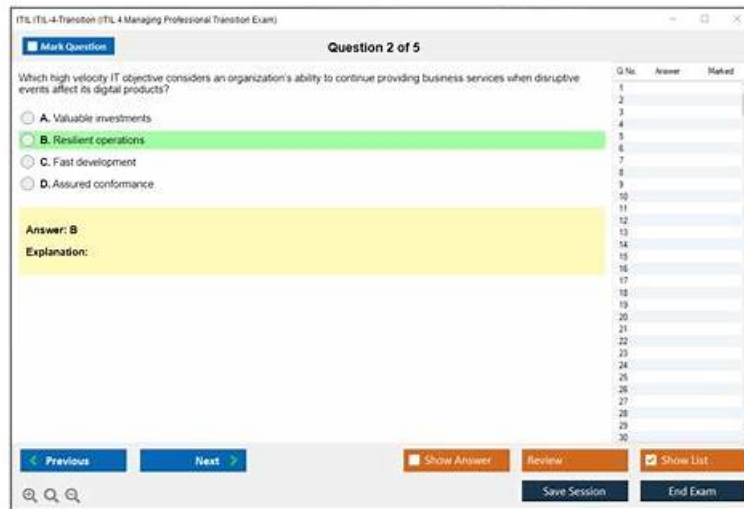


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ITIL 4 Managing Professional Transition Sample Questions (Q22-Q27):

NEW QUESTION # 22

In service relationships what is a benefit of identifying consumer roles?

- A. It enables effective stakeholder management
- B. It enables a common definition of value
- C. It removes constraints from the customer
- D. It provides shared service expectations

Answer: A

NEW QUESTION # 23

An organization is undergoing a significant cultural change as a result of introducing Agile and DevOps practices. How can managers use Toyota Kata to help employees adjust to these different ways of working?

- A. By creating detailed plans that predetermine how to approach large changes
- B. By encouraging widespread changes that involve the teams starting from scratch
- C. By making hard decisions for the teams and providing step-by-step guidance
- D. By encouraging the practicing of routines to unlearn old habits and learn new ones

Answer: D

Explanation:

Explanation

Toyota Kata is a way of managing teams, teaching them to adopt the methods used and perfected by Toyota. It is based on the idea of practicing routines or patterns that help people learn new skills and behaviors. By encouraging the practicing of routines to unlearn old habits and learn new ones, managers can help employees adjust to the different ways of working that Agile and DevOps require. For example, managers can use the Improvement Kata to help teams set challenging goals, experiment with solutions, learn from obstacles, and adapt to changing conditions. Managers can also use the Coaching Kata to provide feedback and guidance to teams, and help them develop scientific thinking and problem-solving skills. References:

Toyota Kata - Wikipedia

What is the Toyota Kata? | Kanban Tool

Toyota Kata - Habits for Continuous Improvements

NEW QUESTION # 24

What do design thinking and service-dominant logic have in common?

- A. Both require clearly defined requirements and acceptance criteria
- B. Both focus solely on the needs and problems of the consumers
- C. Both involve collaborating with customers to ensure their needs are met
- D. Both focus on product functionality and on building new features

Answer: C

Explanation:

Design thinking and service-dominant logic have in common that both involve collaborating with customers to ensure their needs are met. Design thinking is a human-centered approach to problem solving that emphasizes empathy, creativity, and experimentation. Service-dominant logic is a framework for understanding value creation, which focuses on the exchange of services between two or more entities. Both concepts share the following principles:

* Value is co-created by the provider and the customer in the context of use. The provider does not deliver value, but rather offers value propositions that the customer can accept or reject. The customer is an active participant in the value creation process, not a passive recipient of goods or services.

* The customer is the ultimate judge of value. The provider cannot determine the value of the offering in advance, but rather has to understand the customer's needs, preferences, and expectations. The provider has to engage with the customer in an ongoing dialogue and feedback loop to ensure that the offering meets or exceeds the customer's expectations.

* The offering is a holistic solution that integrates goods, services, and experiences. The provider does not differentiate between tangible and intangible products, but rather offers a complete solution that addresses the customer's problem or opportunity. The provider has to design the offering in a way that delivers a positive customer experience and enhances the customer's well-being.

References:

* Exploring Overlaps and Differences in Service Dominant Logic and Design Thinking

* Service-Dominant Logic: Key Principles and History

* Service-Dominant Logic and How It Reframes Our Business Operations

* The New Paradigm H2H Marketing

NEW QUESTION # 25

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:

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 # 26

Which guiding principle would help the MOST in breaking down silos and eliminating conflicting goals?

- A. Start where you are
- B. Optimize and automate
- **C. Collaborate and promote visibility**
- D. Progress iteratively with feedback

Answer: C

Explanation:

Collaborate and promote visibility is the guiding principle that would help the most in breaking down silos and eliminating conflicting goals. This principle encourages working together across boundaries and sharing information and knowledge with relevant stakeholders. By doing so, the organization can achieve a common understanding of the vision, objectives, and progress of the service value system. This also helps to avoid duplication of work, reduce errors, and improve efficiency and effectiveness. Collaborate and promote visibility also fosters a culture of trust, openness, and learning, which are essential for continual improvement and innovation. References:

* ITIL 4 Foundation: ITIL 4 Edition, section 4.3.4

* 6 reasons why ITIL 4's guiding principle of collaborate and promote visibility is important, section "Collaboration and value co-creation"

NEW QUESTION # 27

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