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## ITIL 4 Managing Professional Transition



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It is universally accepted that the exam is a tough nut to crack for the majority of candidates, but the related ITIL-4-Transition certification is of great significance for workers in this field so that many workers have to meet the challenge. Fortunately, you need not to worry about this sort of question any more, since you can find the best solution in this website--our ITIL-4-Transition Training Materials. We will send the latest version of our ITIL-4-Transition training materials to our customers for free during the whole year after purchasing. Last but not least, our worldwide after sale staffs will provide the most considerate after sale service for you in twenty four hours a day, seven days a week.

ITIL-4-Transition certification exam covers four key modules – Create, Deliver and Support, Drive Stakeholder Value, High Velocity IT, and Direct Plan and Improve. These modules are designed to provide professionals with a comprehensive understanding of the ITIL 4 framework and how it can be applied in real-world scenarios. ITIL-4-Transition Exam consists of 40 multiple-choice questions that must be completed within 90 minutes with a passing score of 70%.

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ITIL ITIL-4-Transition Exam is a 90-minute exam consisting of 40 multiple-choice questions. The passing score for the exam is 28 out of 40, or 70%. ITIL-4-Transition exam can be taken online or in person at an accredited testing center.

ITIL 4 Managing Professional Transition certification is an important qualification for IT professionals who want to stay up-to-date with the latest trends and best practices in IT service management. ITIL 4 Managing Professional Transition certification demonstrates that the candidate has a deep understanding of the ITIL 4 framework and can apply it to improve the quality of IT services in their organization. With the ITIL 4 Managing Professional Transition certification, IT professionals can enhance their career prospects and take on more challenging roles in IT service management.

## ITIL 4 Managing Professional Transition Sample Questions (Q73-Q78):

### NEW QUESTION # 73

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

**Answer: C**

### NEW QUESTION # 74

A good way to apply the ITIL guiding principle "keep it simple and practical" is to:

- **A. Adopt a practice which is easy to follow**
- B. Understand that fast does not mean incomplete
- C. Communicate so that the audience will hear
- D. Re-use nothing from the current state

**Answer: A**

Explanation:

Comprehensive Explanation:

The guiding principle Keep it simple and practical advises:

- \* Use the minimum number of steps required.
- \* Eliminate unnecessary complexity.
- \* Choose simple, easy-to-follow solutions whenever possible.

Option C aligns directly with this: adopting a simple, easy-to-use practice reflects the core idea of keeping things simple and practical.

### NEW QUESTION # 75

What is the expected outcome from using a service value chain?

- A. The application of practices
- **B. Value realization**
- C. Customer engagement
- D. Service value streams

**Answer: B**

Explanation:

The expected outcome from using a service value chain is value realization. Value realization is the process of ensuring that the intended benefits of a product or service are achieved or exceeded. Value realization is not only about delivering value to customers, but also capturing value for the service provider and other stakeholders. The service value chain is an operating model that outlines the key activities required to respond to demand and facilitate value realization through the creation and management of products and services. The service value chain consists of six activities: plan, improve, engage, design and transition, obtain/build, and deliver and support. Each activity contributes to value creation by transforming various inputs into specific outputs. The service value chain can be configured in different ways to form service value streams, which are the end-to-end workflows that deliver a specific product or

service to a customer or user. The service value chain also enables the application of practices, which are sets of organizational resources and capabilities that help perform work or accomplish an objective. The service value chain is flexible and adaptable to different contexts and scenarios, allowing the service provider to optimize the use of resources and deliver value in the most effective and efficient way. References:

\* ITIL 4 Foundation: ITIL 4 Edition, section 4.2.1

\* ITIL4 Service Value Chain [ITIL4 SVC Activities with Examples], section "ITIL 4 Service Value Chain Model"

### NEW QUESTION # 76

Which practice has a purpose that includes the management of financially valuable components that can contribute to the delivery of an IT service?

- A. Service configuration management
- B. **IT asset management**
- C. Deployment management
- D. Change enablement

#### Answer: B

Explanation:

Comprehensive Explanation:

IT Asset Management is defined as:

The practice responsible for planning and managing the full lifecycle of IT assets, which are financially valuable components that support service delivery.

Thus, Option D is correct.

### NEW QUESTION # 77

Which describes the value driven approach to service design?

- A. The practice of analyzing a business, defining its needs, and recommending solutions that create value for stakeholders
- B. A process improvement philosophy that prioritizes flow efficiency over resource efficiency
- C. Designing just enough features to satisfy early customers, and providing feedback for future development
- D. **An iterative approach based on frequent feedback, continual experimentation, and learning to ensure value co-creation**

#### Answer: D

Explanation:

Explanation

The value driven approach to service design is one of the seven guiding principles of ITIL 4, which are part of the ITIL 4 service value system (SVS). The SVS provides a flexible and adaptable approach to address service management challenges and utilize opportunities. It supports organizations in delivering value to their stakeholders in the form of goods, services, or other results<sup>1</sup>. The value driven approach to service design is based on the principle of focus on value, which states that everything an organization does should link back, directly or indirectly, to value for stakeholders<sup>2</sup>. This principle implies that service design should not be driven by technology, processes, or resources, but by the outcomes and benefits that customers and users expect from the service. To achieve this, service design should adopt an iterative approach based on frequent feedback, continual experimentation, and learning to ensure value co-creation. This means that service design should not be a one-time activity, but a continuous cycle of improvement that involves testing, measuring, and validating assumptions and hypotheses about what customers and users value, and how the service can deliver it<sup>3</sup>. This approach also enables service design to respond to changing customer needs and expectations, as well as to emerging opportunities and threats in the market. By focusing on value, service design can ensure that the service is fit for purpose and use, and that it contributes to the organization's overall goals and objectives.

References:

ITIL 4 Managing Professional Transition Module, page 16

ITIL Service Design: Principles, Process and Its Importance, section 3.2.3 The ITIL 4 Service Value System Explained, paragraph 1 ITIL Service Value System (SVS), paragraph 1

### NEW QUESTION # 78

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