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ITIL 4 Managing Professional Transition certification exam is divided into two parts, each with 40 multiple-choice questions. The first part covers the ITIL 4 Foundation content, which includes the Service Value System and its components, the Four Dimensions of Service Management, and the key concepts of ITIL 4. The second part covers the content of the ITIL 4 Managing Professional modules, which includes four modules: Create, Deliver and Support; Drive Stakeholder Value; High Velocity IT; and Direct, Plan and Improve. ITIL 4 Managing Professional Transition certification exam is ideal for IT professionals who have already achieved the ITIL v3 Expert certification and want to stay up-to-date with the latest ITIL framework.

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The customization feature of these ITIL 4 Managing Professional Transition (ITIL-4-Transition) practice questions (desktop or web-based) allows users to change the settings of their mock exams as per their preferences. Customers of RealExamFree can attempt multiple ITIL-4-Transition Exam Questions till their satisfaction. On each attempt, our ITIL-4-Transition practice exam will give your results on the spot.

ITIL 4 Managing Professional Transition Sample Questions (Q89-Q94):

NEW QUESTION # 89

A large service provider with many staff has built a relationship with a customer and agreed a 10-year contract. Both organizations have shared information freely and responded to requests.

Which is MOST LIKELY to be a threat to maintaining the relationship?

- A. Changes in service provider and customer staff
- B. Failing to explain service provider actions that impact the customer
- C. Failing to deal with communication in a timely fashion
- D. Scheduling interactions between customer and service provider

Answer: C

NEW QUESTION # 90

A service support agent adjusts support actions following a call from a frustrated user. Which concept describes this behavior?

- A. Team Culture
- **B. Customer orientation**
- C. Employee satisfaction management
- D. Positive communication

Answer: B

Explanation:

Customer orientation is an approach to business that focuses on assisting customers in achieving their goals, as opposed to adopting a sales oriented methodology¹2. It involves understanding the needs, expectations, and preferences of the customers and delivering value that meets or exceeds them. Customer orientation also implies adapting to the feedback and behavior of the customers and tailoring the service accordingly.

Therefore, when a service support agent adjusts support actions following a call from a frustrated user, they are demonstrating customer orientation, as they are trying to resolve the user's issue in a way that suits their emotional state and satisfaction level. Customer orientation is one of the key concepts in ITIL 4, as it helps to create value co-creation and drive stakeholder value³4. It is also aligned with the ITIL guiding principles of focus on value, collaborate and promote visibility, and keep it simple and practical³4.

References:

- * The customer journey and ITIL 4 | Axelos³
- * Holistic IT - a non-siloed approach with ITIL 4 | Axelos⁴
- * Customer Orientation: What it Is and How to Implement It [+Examples]¹
- * Mastering Customer Orientation: Definition, Importance and Strategies²

NEW QUESTION # 91

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

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

Answer: C

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 # 92

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 the practicing of routines to unlearn old habits and learn new ones**
- C. By making hard decisions for the teams and providing step-by-step guidance
- D. By encouraging widespread changes that involve the teams starting from scratch

Answer: B

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 # 93

Which is a purpose of the customer journey?

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

Answer: D

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 # 94

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