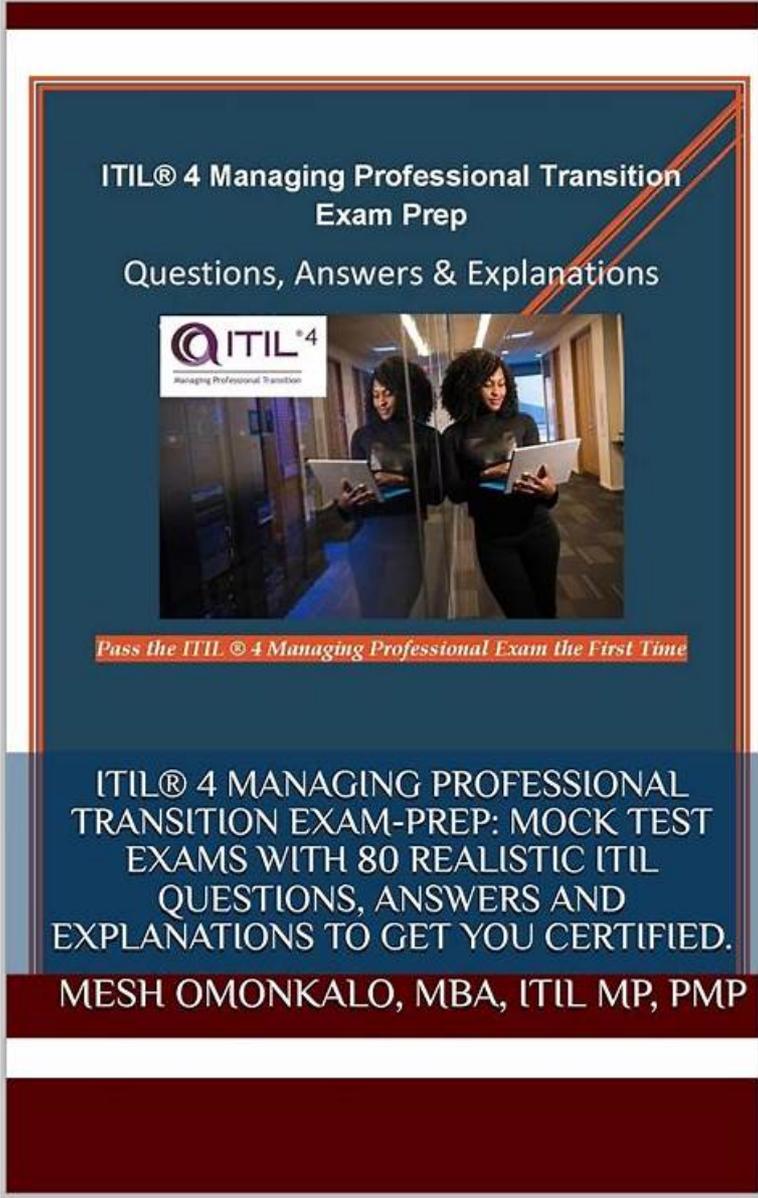


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ITIL 4 Managing Professional Transition Sample Questions (Q72-Q77):

NEW QUESTION # 72

Which term is used to define "any component that needs to be managed in order to deliver an IT service"?

- A. An event
- B. A change
- C. An IT asset
- **D. A configuration item**

Answer: D

Explanation:

Comprehensive Explanation:

A Configuration Item (CI) is defined as:

Any component that must be managed in order to deliver an IT service.

Thus, Option C fits the exact ITIL 4 definition.

NEW QUESTION # 73

Which statement about the purpose of the Monitoring and Event Management practice is TRUE?

- A. Support the agreed quality of a service by handling pre-defined service requests
- **B. Systematically observe services and service components and record and report selected changes of state identified as events**
- C. Maximize the number of successful changes by ensuring risks have been properly assessed
- D. Minimize the negative impact of incidents by restoring normal service operation as quickly as possible

Answer: B

Explanation:

Comprehensive Explanation:

ITIL defines Monitoring and Event Management as:

The practice that systematically observes services and components, identifies changes of state, and records /reports them as events.

This description matches Option C exactly.

NEW QUESTION # 74

Which practice conducts reviews to validate that services are covering the needs of the customers?

- A. Monitoring and event management
- **B. Service level management**
- C. Service desk
- D. Change enablement

Answer: B

Explanation:

Comprehensive Explanation:

Service level management is responsible for:

- * Ensuring services meet agreed service levels
- * Conducting service reviews with customers
- * Verifying that services continue to meet customer needs

Therefore, Option B is correct.

NEW QUESTION # 75

An organization is attempting to improve the design, development and transition of new services. It recognizes that some ways of working are not focused on creating value.

Which is an example of a working practice that the organization should STOP?

- A. Defining the features and functionality of services by relying on the developers' previous experience of designing similar systems for customers
- B. Involving customers and users in testing activities to understand whether the service meets the customers' and users' expectations
- C. Involving users, customers and other stakeholders when communicating desired outcomes in the form of user stories
- D. Designing systems with the continual involvement of customers to ensure that any changes in requirements are understood as early as possible

Answer: A

NEW QUESTION # 76

A service provider is in a partnership relationship with a service consumer. The services provided are complex with new functionality and improvements constantly being developed using agile methods.

Which is the BEST approach for validating service value?

- A. Perform ad-hoc service reviews and produce reports of service outputs
- B. Produce service level reports and an analysis of the cost and risks of service delivery
- C. Work together to identify methods of checking service value and check that value propositions are still valid
- D. Regularly perform user satisfaction surveys and an analysis of the costs and risks removed from the service consumer

Answer: C

Explanation:

The best approach for validating service value in a partnership relationship with a service consumer is to work together to identify methods of checking service value and check that value propositions are still valid. This is because this approach aligns with the ITIL 4 guiding principles of focus on value, collaborate and promote visibility, and progress iteratively with feedback¹.

By working together, the service provider and the service consumer can co-create value and ensure that the services delivered meet the needs and expectations of the service consumer and other stakeholders. They can also share information and feedback, and adjust the services accordingly to respond to changing requirements and opportunities. Moreover, they can jointly define the criteria and indicators for measuring and validating the value of the services, such as the outcomes, costs, risks, and benefits^{2,3}.

The value propositions of the services are the statements that describe the benefits and value that the services offer to the service consumer and other stakeholders. They are based on the understanding of the service consumer's needs, preferences, and goals. The value propositions should be regularly reviewed and validated to ensure that they are still relevant and accurate, and that they reflect the current and future value of the services^{4,5}.

The other options are not the best approach for validating service value, because they are either too narrow, too passive, or too reactive. They do not involve the active collaboration and co-creation of value between the service provider and the service consumer, nor do they account for the complexity and agility of the services provided.

1: ITIL 4 Foundation: ITIL 4 Edition, AXELOS, 2019, p. 13-15 2: ITIL 4 Direct, Plan and Improve, AXELOS, 2019, p. 97-98 3:

Reporting on value in service management, AXELOS, 2021, 3 4: ITIL 4 Create, Deliver and Support, AXELOS, 2019, p. 17-18

5: ITIL 4 Drive Stakeholder Value, AXELOS, 2019, p. 25-26

NEW QUESTION # 77

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