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ITIL 4 Managing Professional Transition Exam is intended for IT professionals who have already earned the ITIL Expert certification or have earned a minimum of 17 credits from the ITIL v3 certification scheme. ITIL-4-Transition Exam is designed to help these professionals transition to the ITIL 4 Managing Professional designation, which is the highest level of certification in the ITIL 4 framework. By passing ITIL-4-Transition exam, IT professionals can demonstrate that they have the knowledge and skills to apply the latest ITIL practices to their organizations.

To prepare for the ITIL 4 Managing Professional Transition certification exam, candidates must have a strong understanding of the ITIL 4 framework, including its key concepts, principles, and practices. They must also have practical experience working in IT service management, as the exam tests both theoretical knowledge and practical skills.

## **ITIL 4 Managing Professional Transition Sample Questions (Q95-Q100):**

### **NEW QUESTION # 95**

Which is an example of results-based measurement and reporting?

- A. Measuring and reporting the cost of providing a service to customers and users
- B. Measuring and reporting the number of supplier-related interruptions to a service
- C. Measuring and reporting the number of hours worked by service desk employees
- **D. Measuring and reporting the customer satisfaction with closed incidents**

**Answer: D**

### **NEW QUESTION # 96**

What are the KEY stakeholder groups that service providers should cooperate with?

- A. Developers
- **B. Suppliers**
- C. Customers
- D. Relationship managers

**Answer: B**

### **NEW QUESTION # 97**

Which statement about user communities is CORRECT?

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

**Answer: D**

### **NEW QUESTION # 98**

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

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

**Answer: D**

Explanation:

Explanation

Customer orientation is an approach to business that focuses on assisting customers in achieving their goals, as opposed to adopting a sales oriented methodology<sup>12</sup>. 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 value<sup>34</sup>. It is also aligned with the ITIL guiding principles of focus on value, collaborate and promote visibility, and keep it simple and practical<sup>34</sup>.

References:

The customer journey and ITIL 4 | Axelos<sup>3</sup>

Holistic IT - a non-siloed approach with ITIL 4 | Axelos<sup>4</sup>

Customer Orientation: What it Is and How to Implement It [+Examples]<sup>1</sup>

Mastering Customer Orientation: Definition, Importance and Strategies<sup>2</sup>

### NEW QUESTION # 99

A customer is retiring a service and has terminated the contract for the service with the service provider. The service provider will continue to deliver other services to the customer. Which should the service provider include in the plans to off board the service?

- A. Providing information to users about how to contact the service desk
- B. Ensuring that user access rights are revoked for all services
- C. Creating training schedules for users on how to use the service
- **D. Identifying and making request for outstanding payments for the service**

**Answer: D**

Explanation:

Explanation

The correct answer is D. Identifying and making request for outstanding payments for the service. This is because the service provider should ensure that the financial obligations of the customer are fulfilled before the service is terminated. The service provider should also update the billing and accounting records, and close any open invoices or disputes related to the service<sup>12</sup>.

A: Ensuring that user access rights are revoked for all services is not the correct answer, because the service provider should only revoke the user access rights for the service that is being retired, not for all services. The service provider should also ensure that the customer data and assets related to the service are securely deleted or transferred, and that the service provider staff are reassigned or released<sup>12</sup>.

B: Providing information to users about how to contact the service desk is not the correct answer, because the service desk is not relevant for the service that is being retired. The service provider should provide information to users about how to access alternative or replacement services, if any, and how to provide feedback or complaints about the service retirement process<sup>12</sup>.

C: Creating training schedules for users on how to use the service is not the correct answer, because the service is being retired, not introduced. The service provider should not invest any resources or efforts in training users on how to use a service that will no longer be available. The service provider should instead focus on communicating the service retirement plan and timeline, and managing the expectations and emotions of the users<sup>12</sup>. References:

ITIL 4 Managing Professional Transition Module Sample Paper - English, page 10, question 3, answer D ITIL 4 Managing Professional Transition Module Candidate Syllabus - English, page 11, learning outcome 1.5

### NEW QUESTION # 100

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