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ITIL 4 Managing Professional Transition Sample Questions (Q25-Q30):

NEW QUESTION # 25

Which is a purpose of the customer journey?

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

Answer: C

Explanation:

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 # 26

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

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

Answer: D

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

Which of the following is a necessity for a successful service level agreement (SLA)?

- A. To promote consistency, carry SLAs forward unchanged every year
- B. Base the SLA on system-based metrics that are useful to the service provider
- **C. The language and terms used in the SLA should be commonly understood by all parties**
- D. Vague targets, such as user experience metrics, should be avoided

Answer: C

Explanation:

Comprehensive Explanation:

For an SLA to be effective, ITIL stresses:

- * Clear, simple, and agreed language
- * Shared understanding between the provider and the customer
- * Terms that are meaningful to both parties

ITIL warns against:

- * Using technical metrics that only the provider understands
- * Carrying outdated SLAs forward
- * Avoiding user-experience metrics - these are valuable

Thus, Option A is the required necessity.

NEW QUESTION # 28

A good way to apply the ITIL guiding principle Focus on value is to:

- A. Understand why services are used by service consumers
- B. Do fewer tasks but in a better way with higher quality
- C. Be aware of system complexity
- D. Understand the whole but do something

Answer: A

Explanation:

Comprehensive and Detailed Explanation From Exact Extract of ITIL 4 Managing Professional Transition:

The guiding principle Focus on value emphasizes:

"Everything the organization does must map to value for stakeholders."

A key recommended practice under this principle is:

* Understanding how service consumers use the service and why it is valuable to them.

Options B and C relate to Think and work holistically.

Option D relates loosely to Keep it simple and practical or process streamlining.

Therefore, Option A is the correct application of Focus on value.

NEW QUESTION # 29

What BEST describes the relationship between planning and risk?

- A. Planning focuses on what needs to be accomplished, risk management is part of how work is to be performed
- B. Planning is a high level function, risk management is a tactical activity
- C. Planning should always consider risks and how to mitigate them
- D. Risk management is the exclusive domain of dedicated risk managers

Answer: C

NEW QUESTION # 30

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