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

NEW QUESTION # 72
A service support agents adjusts support actions following a call form a frustrated user. Which concept describes this behavior?

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

Answer: D

NEW QUESTION # 73
Which practice requires skills such as empathy and emotional intelligence?

- A. Service request management

- B. Continual improvement
- C. Problem management
- D. Service desk

Answer: D

Explanation:
Comprehensive Explanation:
The Service Desk is the single point of contact for users and must:
* Communicate effectively
* Show empathy
* Understand the user's emotional state
* Provide reassurance and support
ITIL emphasizes people skills as essential for service desk interaction.

NEW QUESTION # 74
An organization wants to become more efficient by reducing the amount of unnecessary work they do. Which approach would be MOST helpful?

- A. Site reliability engineering
- B. Safety culture
- C. DevOps
- D. Lean OK

Answer: D

NEW QUESTION # 75
Which practice has a purpose that involves creating closer, more collaborative relationships?

- A. Supplier management
- B. Release management
- C. Information security management
- D. Service configuration management

Answer: A

Explanation:
Comprehensive Explanation:
The purpose of Supplier Management includes:
Ensuring that the organization's suppliers and their performance are adequately managed to support value creation through strong, collaborative relationships.
Thus, Option A is correct.

NEW QUESTION # 76
From the perspective of a service provider how does the digital product lifecycle start?

- A. With the offboarding of customers
- B. With the exploration of market opportunities
- C. With the onboard mg of customers
- D. With the co creation of value

Answer: B

NEW QUESTION # 77
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