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ITIL 4 Managing Professional Transition Sample Questions (Q46-Q51):

NEW QUESTION # 46

Which two stakeholders co-create value in the service relationship?

- A. The provider and supplier
- **B. The consumer and provider**
- C. The investor and supplier
- D. The investor and consumer

Answer: B

NEW QUESTION # 47

Which are elements of the service value system?

- A. Service provision, service consumption, service relationship management
- B. Customer value, stakeholder value, organization
- C. Outcomes, utility, warranty
- **D. Governance, service value chain, practices**

Answer: D

Explanation:

Explanation

The service value system is a model that describes how all the components and activities of an organization work together as a system to enable value creation. The service value system consists of five elements:

governance, service value chain, practices, guiding principles, and continual improvement. Governance is the means by which an organization is directed and controlled. It ensures that the organization's strategy, policies, and objectives are aligned with the value proposition and the stakeholder needs. Service value chain is a set of interconnected activities that an organization performs to deliver a valuable product or service to its consumers and to facilitate value realization. Practices are sets of organizational resources designed for performing work or accomplishing an objective. Practices include processes, roles, tools, techniques, and methods that enable the organization to carry out its work effectively and efficiently. The other two elements of the service value system are guiding principles and continual improvement, which are not part of the answer options.

References:

The ITIL 4 Service Value System Explained - ITSM.tools

Service Value System in ITIL 4 Explained | Sprintzeal

NEW QUESTION # 48

Which describes an unresolved problem that has been already analysed?

- A. A workaround
- B. An incident
- C. A risk
- **D. A known error**

Answer: D

Explanation:

Comprehensive Explanation:

A known error is defined as:

A problem that has been analyzed, has a known root cause, and may or may not have a workaround.

It may still be unresolved.

Therefore, Option C is correct.

NEW QUESTION # 49

A software development team is intending to develop many new applications and services. They will need contributions from various practices to achieve this. How should these activities be combined?

- A. Each practice should define the outputs it will produce and the required inputs it needs to succeed
- B. The software development manager should define requirements for all practices and ensure that they contribute to the overall service
- **C. A value stream should be designed to include activities from all practices that are needed**
- D. Practices should operate as suppliers to each other, using guidance from the 'supplier management' practice

Answer: C

Explanation:

A value stream is a way of describing how an organization responds to specific types of demand and opportunity, by combining and integrating various activities from different practices. A value stream is based on the service value chain, which is a flexible operating model that outlines the key activities required to facilitate value creation through the delivery and management of products and services. The service value chain consists of six activities: plan, improve, engage, design and transition, obtain/build, and deliver and support. Each activity can be supported by one or more practices, which are sets of organizational resources and capabilities that help perform work or accomplish an objective. By designing a value stream that includes activities from all practices that are needed, the software development team can ensure that they are creating value for their customers and users, as well as capturing value for themselves and other stakeholders. A value stream also helps to optimize the use of resources, eliminate waste, and improve efficiency and effectiveness.

References:

* ITIL 4 Foundation: ITIL 4 Edition, section 4.2.1

* ITIL 4 Value System: Chain and Stream Differences | SysAid, section "Value Streams"

NEW QUESTION # 50

Which is a method for value-driven, data-driven and user-centered service design?

- **A. The MoSCoW method**
- B. Stakeholder analysis
- C. Design thinking
- D. Balanced scorecard

Answer: A

Explanation:

Explanation

Differential charging is a mechanism that allows the service provider to charge different prices for the same service depending on some pre-defined parameters, such as time of day, location, demand, etc. This way, the service provider can optimize the use of resources and encourage or discourage the consumption of the service at certain times or places. For example, a telecom operator may charge more for a phone call during peak hours than during off-peak hours. This is different from other charging mechanisms, such as:

Cost: The service provider charges the customer the exact amount of money that it costs to deliver the service, without any profit margin or overhead.

Cost plus: The service provider charges the customer the cost of delivering the service plus a fixed percentage or amount of profit.

Market price: The service provider charges the customer the price that is determined by the supply and demand of the service in the market, regardless of the actual cost of delivering the service. References:

Service financial management: ITIL 4 Practice Guide, section 2.2.1

Charging and ITIL Financial Management - What are the options?, section "Internal services - Living on the safe side"

NEW QUESTION # 51

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