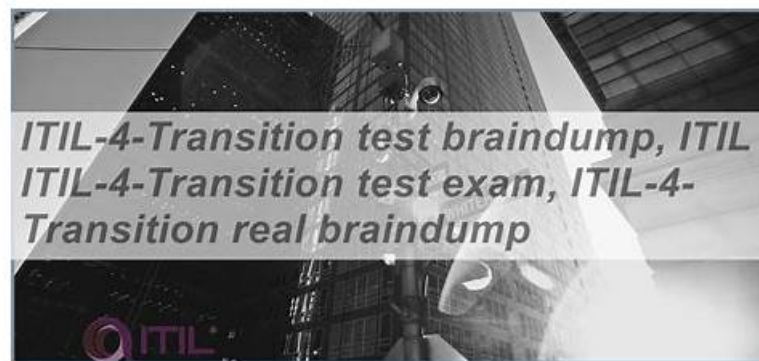


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ITIL 4 Managing Professional Transition Sample Questions (Q41-Q46):

NEW QUESTION # 41

From the perspective of a service provider how does the digital product lifecycle start?

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

Answer: B

Explanation:

Explanation

According to ITIL 4, the digital product lifecycle is a model that describes how digital products are created, delivered, and operated. The digital product lifecycle starts with the exploration of market opportunities, where the service provider identifies the needs and expectations of potential customers and stakeholders, and evaluates the feasibility and viability of creating a digital product that can meet those needs and expectations.

The exploration phase involves activities such as market research, customer segmentation, value proposition design, prototyping, and testing. The exploration phase aims to validate the problem-solution fit and the product-market fit of the digital product idea, and to generate feedback and insights that can inform the subsequent phases of the digital product lifecycle. References:

Digital product lifecycle: more speed, less chaos | Axelos

ITIL 4 High-velocity IT (HVIT) - Your companion to the ITIL 4 Managing Professional HVIT certification

NEW QUESTION # 42

Which ITIL guiding principle recommends using existing services, processes and tools when improving services?

- A. Start where you are
- B. Progress iteratively with feedback
- C. Keep it simple and practical
- D. Focus on value

Answer: A

Explanation:

Explanation

The ITIL guiding principle of start where you are advises service providers to avoid starting from scratch when improving services, but rather to assess the current state and use existing services, processes and tools as a basis for improvement. This principle helps to avoid wasting resources, reinventing the wheel, or losing useful elements of the current state. It also helps to identify and leverage the strengths, weaknesses, opportunities and threats of the current situation. References:

ITIL 4 Managing Professional Transition Module, page 16

ITIL 4 Foundation: Complete Course with 2 Practice Exams, section 3.2.3 The 7 Guiding Principles of ITIL 4 - IFS Blog, paragraph 2 The 7 ITIL 4 Guiding Principles: Explained in Detail, paragraph 5

NEW QUESTION # 43

An organization is compiling information about how a new service will be used. It is considering how each set of stakeholders will experience the service. In the past, the suppliers have been unreliable, so the organization wants to identify the main risks and dependencies for the introduction of the service. What is this an example of?

- A. An agile approach
- B. Shift left
- C. Workforce planning
- D. Value stream mapping

Answer: D

Explanation:

The correct answer is B. Value stream mapping. This is because value stream mapping is a technique that helps to visualize how a service delivers value to the stakeholders, and identify the risks, dependencies, inefficiencies, and opportunities for improvement along the way¹². Value stream mapping involves defining the service vision, mapping the current state, analyzing the current state, designing the future state, and implementing the future state¹². By considering how each set of stakeholders will experience the service, the organization is defining the service vision and mapping the current state of the service.

A). An agile approach is not the correct answer, because an agile approach is a way of working that is flexible, iterative, and adaptive to changing requirements and feedback³⁴. An agile approach does not necessarily involve compiling information about how a new service will be used, or considering how each set of stakeholders will experience the service.

C). Workforce planning is not the correct answer, because workforce planning is a process that ensures that an organization has the right people with the right skills at the right time to deliver its objectives . Workforce planning does not necessarily involve compiling information about how a new service will be used, or considering how each set of stakeholders will experience the service.

D). Shift left is not the correct answer, because shift left is a practice that aims to resolve issues as close as possible to their source, and prevent them from escalating to higher levels of support . Shift left does not necessarily involve compiling information about how a new service will be used, or considering how each set of stakeholders will experience the service. References:

- * ITIL 4 Managing Professional Transition Module Sample Paper - English, page 9, question 2, answer B
- * ITIL 4 Managing Professional Transition Module Candidate Syllabus - English, page 10, learning outcome 1.4
- * ITIL 4 Managing Professional Transition Course Online - Simplilearn, section 3.2, lesson 3.2.1, topic "Agile Approach"
- * ITIL 4 Managing Professional: Transition Module | Axelos, page 2, section "ITIL 4 Managing Professional Transition Module"
- * [ITIL 4 Managing Professional Transition Course Online - Simplilearn], section 3.2, lesson 3.2.3, topic "Workforce Planning"
- * [ITIL 4 MP Transition: a transformed framework | Axelos], paragraph 4, sentence 2
- * [ITIL 4 Managing Professional Transition Course Online - Simplilearn], section 3.2, lesson 3.2.4, topic "Shift Left"
- * [Course: ITIL 4 Managing Professional Transition | ITIL USA], paragraph 3, sentence 3

NEW QUESTION # 44

An organization with established processes for managing incidents, changes, and problems, receives a high volume of calls from users complaining that their issues are not being resolved efficiently. What is the FIRST step the organization should take to start to improve the situation?

- A. Improve the integration of tools to ensure there are no gaps between processes
- B. Encourage teams to collaborate so they can focus on value of users
- C. Review skills and competencies of user support staff to ensure they have the required capability
- **D. Use value stream mapping to help understand the end-to-end flow of user support**

Answer: D

Explanation:

Explanation

Value stream mapping is a technique that helps to understand the end-to-end flow of user support, from the demand to the value delivery. It is a tool that features in ITIL 4 Specialist: Create, Deliver and Support. Value stream mapping can help to identify the steps, activities, roles, responsibilities, tools, and outcomes involved in the user support process. It can also help to identify the value, waste, and opportunities for improvement in each step. Value stream mapping can help the organization to optimize the user support process and enhance the customer experience. Therefore, using value stream mapping is the first step the organization should take to start to improve the situation. The other options are not the first steps, but they could be considered after the value stream mapping is done. Reviewing skills and competencies of user support staff, improving the integration of tools, and encouraging teams to collaborate are all possible actions that could result from the value stream mapping analysis, but they are not the first step to understand the problem and the current state of the user support process. References:

ITIL 4 & swarming - finding the right people & process | Axelos1

Swarming vs Tiered Support Models Explained - BMC Software1

What ITSM Practitioners Need to Know About Value Stream Mapping2

NEW QUESTION # 45

In service relationships what is a benefit of identifying consumer roles?

- A. It enables a common definition of value
- B. It provides shared service expectations
- **C. It enables effective stakeholder management**
- D. It removes constraints from the customer

Answer: C

Explanation:

Explanation

Identifying consumer roles in service relationships is a benefit because it helps the service provider to understand the needs, expectations, and responsibilities of each type of consumer. This enables effective stakeholder management, which is the process of identifying, analyzing, planning, and communicating with the people or groups involved in or affected by a service. By knowing the consumer roles, the service provider can tailor the service offerings, agreements, and interactions to suit each role and create value for them. For example, the service provider can communicate with the customer (the person who defines the requirements and pays for the service) about the service strategy and value proposition, while communicating with the user (the person who uses the service) about the service features and feedback. The sponsor (the person who authorizes the budget and supports the service) can also be involved in the decision-making and governance of the service. By identifying and managing the consumer roles, the service

provider can build trust, collaboration, and alignment with the consumers and deliver better service outcomes. References: 1, 2, 3

NEW QUESTION # 46

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