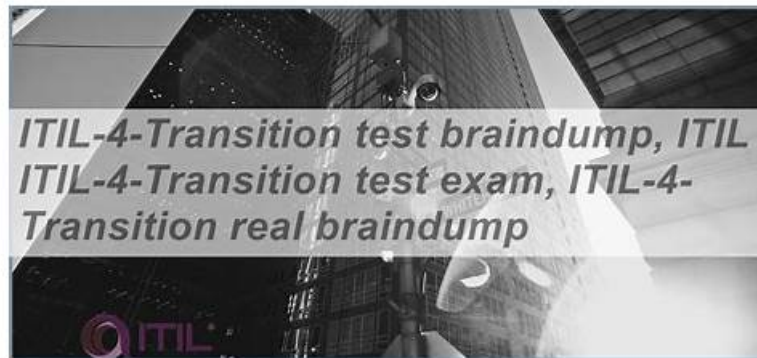


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ITIL 4 Managing Professional Transition exam is a certification exam that provides IT professionals with a transition path to become ITIL 4 Managing Professionals. ITIL-4-Transition exam covers the key concepts and practices of ITIL 4 and the ITIL 4 Managing Professional modules. Passing ITIL-4-Transition exam demonstrates a high level of knowledge and expertise in IT service management and provides IT professionals with the skills and knowledge needed to manage IT services in a complex and dynamic business environment.

ITIL-4-Transition exam covers a range of topics related to managing IT services in a modern organization. This includes understanding the basics of ITIL 4, developing a service management system, designing and transitioning new services, and managing the ongoing operation of IT services. ITIL-4-Transition Exam is designed to test your ability to apply the ITIL 4 framework in real-world scenarios, so you can be confident in your ability to manage IT services effectively.

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ITIL 4 is the latest version of ITIL, a globally recognized framework for IT service management. The ITIL 4 Managing Professional Transition Exam focuses on the four key modules of ITIL 4: Create, Deliver and Support, Drive Stakeholder Value, High Velocity IT, and Direct, Plan and Improve. These modules provide a comprehensive understanding of IT service management in the digital era.

ITIL 4 Managing Professional Transition Sample Questions (Q71-Q76):

NEW QUESTION # 71

An organization has IT divisions distributed globally. As the organization has grown, it has become difficult to align the activities of the IT divisions with the organization's objectives. How can the organization ensure that all IT activities are aligned with the organization's objectives?

- A. Priorities risk mitigation strategies in alignment with the organization's risk appetite
- **B. Establish increasingly detailed objectives at each level of the organization that align directly with the objectives of the layer above**
- C. Put compliance controls in place to ensure that all centers of expertise are following the same practices
- D. Collect feedback from both organizational and IT leadership from each region

Answer: B

Explanation:

The best way for the organization to ensure that all IT activities are aligned with the organization's objectives is to establish increasingly detailed objectives at each level of the organization that align directly with the objectives of the layer above. This is based on the ITIL 4 principle of cascading objectives, which is a method for translating high-level strategic objectives into more specific and measurable operational objectives. By doing this, the organization can create a clear line of sight between the vision, mission, and goals of the organization and the actions and outcomes of the IT divisions. This also enables the organization to monitor and evaluate the performance and value of the IT activities and ensure that they are contributing to the achievement of the organization's objectives. The other options are not sufficient to ensure alignment, as they do not address the root cause of the misalignment, which is the lack of clarity and consistency in the objectives. Risk mitigation strategies, compliance controls, and feedback collection are important aspects of IT governance, but they do not necessarily ensure that the IT activities are aligned with the organization's objectives. They may also create unnecessary bureaucracy and overhead that may hinder the agility and innovation of the IT divisions. References: <https://www.atlassian.com/blog/technology/what-the-new-til-4-means-for-you-and-your-team>

<https://www.greycampus.com/opencampus/itil-foundation/itil-objectives>

NEW QUESTION # 72

Which describes the value driven approach to service design?

- A. A process improvement philosophy that prioritizes flow efficiency over resource efficiency
- **B. An iterative approach based on frequent feedback, continual experimentation, and learning to ensure value co-creation**
- C. Designing just enough features to satisfy early customers, and providing feedback for future development
- D. The practice of analyzing a business, defining its needs, and recommending solutions that create value for stakeholders

Answer: B

Explanation:

The value driven approach to service design is one of the seven guiding principles of ITIL 4, which are part of the ITIL 4 service value system (SVS). The SVS provides a flexible and adaptable approach to address service management challenges and utilize opportunities. It supports organizations in delivering value to their stakeholders in the form of goods, services, or other results¹. The value driven approach to service design is based on the principle of focus on value, which states that everything an organization does should link back, directly or indirectly, to value for stakeholders². This principle implies that service design should not be driven by technology, processes, or resources, but by the outcomes and benefits that customers and users expect from the service. To achieve this, service design should adopt an iterative approach based on frequent feedback, continual experimentation, and learning to ensure value co-creation. This means that service design should not be a one-time activity, but a continuous cycle of improvement that involves testing, measuring, and validating assumptions and hypotheses about what customers and users value, and how the service can deliver it³. This approach also enables service design to respond to changing customer needs and expectations, as well as to emerging opportunities and threats in the market. By focusing on value, service design can ensure that the service is fit for purpose and use, and that it contributes to the organization's overall goals and objectives. References:

* ITIL 4 Managing Professional Transition Module, page 16

* ITIL Service Design: Principles, Process and Its Importance, section 3.2.3

* The ITIL 4 Service Value System Explained, paragraph 1

* ITIL Service Value System (SVS), paragraph 1

NEW QUESTION # 73

An organization is implementing new technology that will significantly improve how they interact with their customers. Which term BEST describes this situation?

- A. High velocity IT
- B. IT transformation
- C. Digital organization
- **D. Digital transformation**

Answer: D

Explanation:

Digital transformation is the process of using digital technologies to create new or modify existing business processes, culture, and customer experiences to meet changing business and market requirements¹. It is not just about implementing new technology, but also about changing the way an organization operates and delivers value to its customers. High velocity IT is one of the four dimensions of service management in ITIL

4, which refers to the rapid delivery and operation of IT-enabled products and services that can continuously evolve². Digital organization and IT transformation are not specific terms defined in ITIL 4, but they could be related to digital transformation in some contexts. References:

* ITIL 4 and Digital Transformation

* [ITIL 4 Foundation: High Velocity IT]

NEW QUESTION # 74

In an organization, a service desk team employs experienced staff who have worked there for many years and have good relationships with support teams. The organization has a good improvement culture, and staff are encouraged to use their experience and identify improvements. They are developing a new policy for handling incidents.

Which is the BEST approach for this new policy?

- A. Engage with stakeholders to ensure that as much detail as possible is included in the policy
- B. Ensure that any identified exceptions are excluded from the policy to improve clarity
- C. Implement the policy to the service desk staff initially before informing other affected support teams
- **D. Ensure that all teams involved in incident resolution collaborate in the development of the policy**

Answer: D

NEW QUESTION # 75

What is the expected outcome from using a service value chain?

- A. Customer engagement
- B. The application of practices
- C. Service value streams
- **D. Value realization**

Answer: D

Explanation:

The expected outcome from using a service value chain is value realization. Value realization is the process of ensuring that the intended benefits of a product or service are achieved or exceeded. Value realization is not only about delivering value to customers, but also capturing value for the service provider and other stakeholders. The service value chain is an operating model that outlines the key activities required to respond to demand and facilitate value realization through the creation 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 contributes to value creation by transforming various inputs into specific outputs. The service value chain can be configured in different ways to form service value streams, which are the end-to-end workflows that deliver a specific product or service to a customer or user. The service value chain also enables the application of practices, which are sets of organizational resources and capabilities that help perform work or accomplish an objective. The service value chain is flexible and adaptable to different contexts and scenarios, allowing the service provider to optimize the use of resources and deliver value in the most effective and efficient way. References:

* ITIL 4 Foundation: ITIL 4 Edition, section 4.2.1

* ITIL4 Service Value Chain [ITIL4 SVC Activities with Examples], section "ITIL 4 Service Value Chain Model"

NEW QUESTION # 76

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