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

NEW QUESTION # 71

What do design thinking and service-dominant logic have in common?

- A. Both require clearly defined requirements and acceptance criteria
- B. Both focus on product functionality and on building new features
- C. Both focus solely on the needs and problems of the consumers
- D. Both involve collaborating with customers to ensure their needs are met

Answer: D

Explanation:

Explanation

Design thinking and service-dominant logic have in common that both involve collaborating with customers to ensure their needs are met. Design thinking is a human-centered approach to problem solving that emphasizes empathy, creativity, and experimentation. Service-dominant logic is a framework for understanding value creation, which focuses on the exchange of services between two or more entities. Both concepts share the following principles:

Value is co-created by the provider and the customer in the context of use. The provider does not deliver value, but rather offers value propositions that the customer can accept or reject. The customer is an active participant in the value creation process, not a passive recipient of goods or services.

The customer is the ultimate judge of value. The provider cannot determine the value of the offering in advance, but rather has to understand the customer's needs, preferences, and expectations. The provider has to engage with the customer in an ongoing dialogue and feedback loop to ensure that the offering meets or exceeds the customer's expectations.

The offering is a holistic solution that integrates goods, services, and experiences. The provider does not differentiate between tangible and intangible products, but rather offers a complete solution that addresses the customer's problem or opportunity. The provider has to design the offering in a way that delivers a positive customer experience and enhances the customer's well-being.

References:

Exploring Overlaps and Differences in Service Dominant Logic and Design Thinking Service-Dominant Logic: Key Principles and History Service-Dominant Logic and How It Reframes Our Business Operations The New Paradigm: H2H Marketing

NEW QUESTION # 72

A service provider is planning a major change to its services and the way it delivers them. The project will include many changes to the working practices of staff. The service provider expects resistance to these changes and would like to manage communication in a sensitive way. Which is the MOST appropriate approach?

- A. Use instant messaging for both communicating and receiving feedback to ensure a quick response for all affected staff.
- B. Send an email to the affected staff and ensure that as much detail as possible is included to promote transparency
- C. Use a mix of communication methods and ensure that a feedback mechanism is included that allows anonymity to be retained if desired
- D. Use a mix of communication methods and ensure that any feedback received is shared openly on a public forum to promote visibility

Answer: C

NEW QUESTION # 73

Information that is needed to resolve problems is difficult to obtain because IT staff are worried that they will be blamed for mistakes.

Which concept can MOST help to resolve this?

- A. Design thinking
- B. Safety culture
- C. Valuable investments
- D. Agile

Answer: B

NEW QUESTION # 74

Which is a purpose of the customer journey?

- A. To understand the interactions between the user and the service provider
- B. To understand the service consumer resources required to deliver the service

- C. To maximize the number of contacts with the customer in order to enhance the service
- **D. To maximize the co-creation of value from both an outcome and experience perspective**

Answer: D

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 # 75

Which term is used to define "any component that needs to be managed in order to deliver an IT service"?

- A. A change
- B. An IT asset
- **C. A configuration item**
- D. An event

Answer: C

Explanation:

Comprehensive Explanation:

A Configuration Item (CI) is defined as:

Any component that must be managed in order to deliver an IT service.

Thus, Option C fits the exact ITIL 4 definition.

NEW QUESTION # 76

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