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Passing the ITIL 4 Managing Professional Transition Exam is an important step for IT professionals who want to stay updated with the latest ITIL 4 framework. ITIL 4 Managing Professional Transition certification can help IT professionals demonstrate their knowledge and skills in IT service management practices and can help them stand out in a competitive job market. Additionally, this certification can help IT professionals improve their job performance by providing them with a better understanding of how to manage and deliver IT services according to the latest best practices and standards.

**>> Reliable ITIL-4-Transition Exam Registration <<**

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## ITIL 4 Managing Professional Transition Sample Questions (Q57-Q62):

### NEW QUESTION # 57

Which is a purpose of the customer journey?

- A. To understand the interactions between the user and the service provider
- B. To maximize the co-creation of value from both an outcome and experience perspective
- C. To understand the service consumer resources required to deliver the service
- D. To maximize the number of contacts with the customer in order to enhance the service

**Answer: B**

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 providers<sup>1</sup>. 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 relationship<sup>23</sup>. 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 users<sup>4</sup>. References:

- \* ITIL 4 Managing Professional: Drive Stakeholder Value<sup>5</sup>, 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 | Axelos<sup>3</sup>, paragraph 2
- \* The customer journey and ITIL 4 | Axelos<sup>1</sup>, paragraph 2
- \* ITIL4 - Mapping the Customer Journey - ITSM Professor<sup>2</sup>, paragraph 2

### NEW QUESTION # 58

What is the CORRECT order for the three phases of problem management?

- A. Problem control, error control, problem identification
- B. Error control, problem control, problem identification
- C. Problem identification, error control, problem control
- D. Problem identification, problem control, error control

**Answer: D**

Explanation:

Comprehensive Explanation:

ITIL defines the three phases of problem management in this order:

- \* Problem identification - recognizing actual or potential causes of incidents
- \* Problem control - analyzing, diagnosing, and prioritizing problems
- \* Error control - managing known errors and workarounds

The sequence in Option C exactly matches this lifecycle.

Thus, Option C is correct.

### NEW QUESTION # 59

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

**Answer: A**

### NEW QUESTION # 60

Which can act as an operating model for an organization?

- A. The four dimensions of service management
- B. Continual improvement
- C. The ITIL guiding principles
- D. The service value chain

**Answer: D**

Explanation:

Explanation

The correct answer is B. The service value chain because it is the core component of the ITIL 4 service management framework that describes how an organization orchestrates its IT capabilities to achieve its strategic objectives. The service value chain is an operating model that covers all the key activities to flexibly manage products and services<sup>1</sup>. It consists of six interconnected value chain activities: plan, improve, engage, design and transition, obtain/build, and deliver and support<sup>2</sup>.

Option A is not correct because the four dimensions of service management are not an operating model, but rather a holistic perspective that should be considered for the effective and efficient facilitation of value co-creation<sup>2</sup>. The four dimensions are: organizations and people, information and technology, partners and suppliers, and value streams and processes<sup>2</sup>.

Option C is not correct because the ITIL guiding principles are not an operating model, but rather a set of recommendations that can guide an organization in all circumstances, regardless of changes in its goals, strategies, type of work, or management structure<sup>2</sup>. The ITIL guiding principles are: focus on value, start where you are, progress iteratively with feedback, collaborate and promote visibility, think and work holistically, keep it simple and practical, and optimize and automate<sup>2</sup>.

Option D is not correct because continual improvement is not an operating model, but rather a recurring organizational activity performed at all levels to ensure that an organization's performance continually meets stakeholders' expectations<sup>2</sup>. Continual improvement is based on the continual improvement model, which consists of four steps: what is the vision, where are we now, where do we want to be, and how do we get there<sup>2</sup>.

References: : ITIL 4 Models - A New Operating Model in ITIL 4 - KnowledgeHut : ITIL 4 Managing Professional Transition Course Online - Simplilearn

## NEW QUESTION # 61

A large service provider with many staff has built a relationship with a customer and agreed a 10-year contract.

Both organizations have shared information freely and responded to requests. Which is MOST LIKELY to be a threat to maintaining the relationship?

- A. Changes in service provider and customer staff
- B. Failing to deal with communication in a timely fashion
- C. Scheduling interactions between customer and service provider
- D. **Failing to explain service provider action that impact the customer**

### Answer: D

Explanation:

Explanation

The correct answer is A. Failing to explain service provider action that impact the customer. This is because a lack of transparency and communication can erode the trust and satisfaction of the customer, and lead to misunderstandings and conflicts. The service provider should always inform the customer of any changes, issues, or decisions that affect the customer's services, expectations, or outcomes. The service provider should also seek feedback from the customer and address any concerns or complaints promptly and effectively.

B: Scheduling interactions between customer and service provider is not a threat, but a good practice to maintain the relationship. Regular interactions can help to align the goals, values, and needs of both parties, and foster collaboration and mutual understanding. The service provider should also use these interactions to demonstrate value and performance, and to identify opportunities for improvement or innovation.

C: Changes in service provider and customer staff is not a threat, but a challenge that can be overcome with proper knowledge management and relationship management. The service provider should ensure that the knowledge and experience of the staff are captured, shared, and transferred to the new staff, and that the new staff are trained and competent to deliver the services. The service provider should also introduce the new staff to the customer and establish rapport and trust.

D: Failing to deal with communication in a timely fashion is a threat, but not the most likely one. Delayed or ignored communication can frustrate the customer and damage the reputation of the service provider. The service provider should respond to the customer's communication as soon as possible, and provide clear and accurate information. The service provider should also follow up on the communication and ensure that the customer's needs are met. References:

ITIL 4 Managing Professional Transition Module Sample Paper - English, page 8, question 1, answer A ITIL 4 Managing Professional Transition Module Candidate Syllabus - English, page 9, learning outcome 1.3 ITIL 4 Managing Professional Transition Course Online - Simplilearn, section 3.2, lesson 3.2.2, topic "Relationship Management"

## NEW QUESTION # 62

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