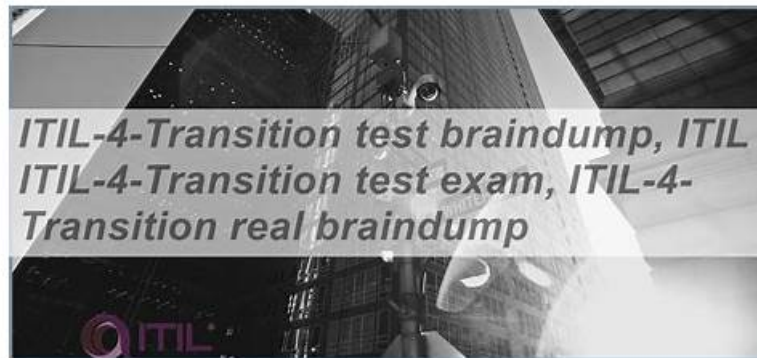


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### ITIL 4 Managing Professional Transition Sample Questions (Q70-Q75):

#### NEW QUESTION # 70

An organization is attempting to improve the design, development and transition of new services. It recognizes that some ways of working are not focused on creating value.

Which is an example of a working practice that the organization should STOP?

- A. Involving users, customers and other stakeholders when communicating desired outcomes in the form of user stories
- **B. Defining the features and functionality of services by relying on the developers' previous experience of designing similar systems for customers**
- C. Involving customers and users in testing activities to understand whether the service meets the customers' and users' expectations
- D. Designing systems with the continual involvement of customers to ensure that any changes in requirements are understood as early as possible

**Answer: B**

Explanation:

Explanation

This working practice is not focused on creating value because it does not involve the customers or users in defining the requirements

and expectations of the service. It also assumes that the developers' previous experience is relevant and sufficient for the current situation, which may not be the case. This practice may lead to delivering a service that does not meet the needs and preferences of the customers or users, or that is not aligned with the organization's strategy and objectives. References: ITIL 4 Managing Professional Transition Module Sample Paper - English<sup>1</sup>, page 6, question 1, answer A ITIL 4 Foundation: ITIL 4 Edition<sup>2</sup>, page 67, section 4.1.1, paragraph 2 ITIL 4 Managing Professional: Create, Deliver and Support<sup>3</sup>, page 9, section 1.1, paragraph 3 ITIL 4 Managing Professional: Direct, Plan and Improve<sup>4</sup>, page 11, section 1.1, paragraph 2

#### NEW QUESTION # 71

Which is an example of results-based measurement and reporting?

- A. Measuring and reporting the customer satisfaction with closed incidents
- B. Measuring and reporting the number of supplier-related interruptions to a service
- C. Measuring and reporting the number of hours worked by service desk employees
- D. Measuring and reporting the cost of providing a service to customers and users

**Answer: A**

#### NEW QUESTION # 72

What are the KEY stakeholder groups that service providers should cooperate with?

- A. Relationship managers
- B. Customers
- C. Developers
- D. Suppliers

**Answer: D**

#### NEW QUESTION # 73

Which describes the customer journey?

- A. The end-to-end experience customers have with service providers
- B. The actions that the service provider takes to attract new customers
- C. The experience the service user gets from the service provider
- D. The actions that the user undertakes to be able to use the service

**Answer: A**

Explanation:

Explanation

The correct answer is B. The end-to-end experience customers have with service providers. This is because the customer journey is a term that describes the complete lifecycle of a customer's interaction with a service provider, from the initial awareness and engagement, to the purchase and consumption, to the retention and advocacy<sup>12</sup>. The customer journey helps to understand the customer's needs, expectations, emotions, and satisfaction at each touchpoint, and to identify the opportunities for improvement and innovation.

A: The actions that the user undertakes to be able to use the service is not the correct answer, because this is only a part of the customer journey, not the whole definition. The user is the person who uses the service, not necessarily the person who pays for it or decides to use it. The actions that the user undertakes to be able to use the service are also known as the user journey, which is a subset of the customer journey<sup>12</sup>.

C: The actions that the service provider takes to attract new customers is not the correct answer, because this is also only a part of the customer journey, not the whole definition. The service provider is the organization that provides the service, not the customer. The actions that the service provider takes to attract new customers are part of the marketing and sales activities, which are the first stages of the customer journey<sup>12</sup>.

D: The experience the service user gets from the service provider is not the correct answer, because this is also only a part of the customer journey, not the whole definition. The service user is another term for the user, who may or may not be the customer. The experience the service user gets from the service provider is part of the service delivery and support activities, which are the middle stages of the customer journey<sup>12</sup>. References:

ITIL 4 Managing Professional Transition Module Sample Paper - English, page 11, question 4, answer B ITIL 4 Managing

### NEW QUESTION # 74

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

**Answer: B**

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 # 75

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