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ITIL 4 Managing Professional Transition exam is a valuable certification for IT professionals who want to upgrade their ITIL qualifications to the latest version. ITIL-4-Transition exam is designed to test the knowledge and skills of IT professionals in IT service management. To prepare for the exam, IT professionals should consider taking a training course to gain the knowledge and skills needed to pass the exam. The ITIL 4 Managing Professional Transition certification is recognized by organizations worldwide as a mark of excellence in IT service management.

ITIL 4 Managing Professional Transition exam is a four-hour closed book exam that consists of 40 multiple-choice questions. ITIL-4-Transition exam covers the key concepts and practices of ITIL 4, including the four dimensions of service management, the service value system, and the service value chain. It also covers the ITIL 4 Managing Professional modules, which include ITIL 4 Specialist Create, Deliver and Support, ITIL 4 Specialist Drive Stakeholder Value, ITIL 4 Specialist High Velocity IT, and ITIL 4 Strategist Direct, Plan and Improve.

ITIL-4 Transition Exam is a challenging certification program that requires a significant amount of preparation and study. Candidates are encouraged to take advantage of ITIL 4 training and certification programs to prepare for the exam. ITIL-4-Transition Exam consists of multiple-choice questions and is administered at Pearson VUE testing centers worldwide. Successful candidates will receive the ITIL 4 Managing Professional Transition certification, which is widely recognized in the IT industry.

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For the ITIL 4 Managing Professional Transition (ITIL-4-Transition) web-based practice exam no special software installation is required. because it is a browser-based ITIL-4-Transition practice test. The web-based ITIL-4-Transition practice exam works on all operating systems like Mac, Linux, iOS, Android, and Windows. In the same way, IE, Firefox, Opera and Safari, and all the major browsers support the web-based ITIL ITIL-4-Transition Practice Test. So it requires no special plugins. The web-based ITIL-4-Transition practice exam software is genuine, authentic, and real so feel free to start your practice instantly with ITIL-4-Transition practice test.

ITIL 4 Managing Professional Transition Sample Questions (Q35-Q40):

NEW QUESTION # 35
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 a mix of communication methods and ensure that a feedback mechanism is included that allows anonymity to be retained if desired
- B. Use instant messaging for both communicating and receiving feedback to ensure a quick response for all affected staff.
- C. Use a mix of communication methods and ensure that any feedback received is shared openly on a public forum to promote visibility
- D. Send an email to the affected staff and ensure that as much detail as possible is included to promote transparency

Answer: A

Explanation:
The most appropriate approach for the service provider is to use a mix of communication methods and ensure that a feedback mechanism is included that allows anonymity to be retained if desired. This is because the service provider expects resistance to the changes and would like to manage communication in a sensitive way. By using a mix of communication methods, the service provider can reach a wider audience and cater to different preferences and needs of the staff. By ensuring that a feedback mechanism is included, the service provider can collect valuable input from the staff and address any concerns or issues that may arise. By allowing anonymity to be retained if desired, the service provider can encourage honest and candid feedback from the staff and avoid any fear of retaliation or negative consequences. This approach is aligned with the ITIL guiding principles of collaborate and promote visibility, keep it simple and practical, and optimize and automate12. It also follows the ITIL best practices for effective communication, such as communication is a two-way process, timing and frequency matter, and there is no single method of communication that works for everyone34. References:
* The 7 Guiding Principles of ITIL 4 - IFS Blog1
* The 7 Guiding Principles of ITIL 4: Practical Advice to Help You Make Decisions2
* Using ITIL's concepts: 5 principles of good communication3
* Importance of IT Communications in ITIL Implementation - Invensis Learning4

NEW QUESTION # 36
An organization is designing a survey to assess the needs and expectations of its staff.
What is this an example of?

- A. Customer-orientation
- B. Employee satisfaction management
- C. CI/CD
- D. Integration and data sharing

Answer: B

Explanation:
Explanation
Employee satisfaction management is the process of measuring and improving how happy and engaged employees are with their work, their employer, and their organization. It involves conducting surveys, analyzing data, implementing strategies, and monitoring outcomes. Employee satisfaction management can help organizations improve productivity, retention, innovation, and customer

satisfaction12.
An organization that designs a survey to assess the needs and expectations of its staff is engaging in employee satisfaction management, as it is trying to understand what factors influence employee satisfaction and how to address them. A survey is a common and effective method of collecting feedback from employees, as it can provide quantitative and qualitative data on various aspects of employee satisfaction, such as work environment, compensation, recognition, development, and alignment34.
The other options are not correct because they are not related to employee satisfaction management. CI/CD stands for continuous integration and continuous delivery, which are software development practices that aim to deliver high-quality software faster and more frequently5. Integration and data sharing are processes of connecting different systems and applications and exchanging information between them6. Customer-orientation is a business philosophy that focuses on meeting the needs and expectations of customers and creating value for them7. References:
1: How To Improve Employee Satisfaction (With 11 Strategies) | Indeed.com
2: The Five Fundamentals Of Employee Satisfaction - Forbes
3: The Key To Employee Satisfaction and How To Achieve It | Indeed.com
4: How To Measure Employee Satisfaction | Indeed.com
5: ITIL 4 Managing Professional: Transition Module | Axelos
6: ITIL 4 Managing Professional Transition Course Online - Simplilearn
7: ITIL 4 MP Transition: a transformed framework | Axelos

NEW QUESTION # 37
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 a mix of communication methods and ensure that a feedback mechanism is included that allows anonymity to be retained if desired
- B. Use instant messaging for both communicating and receiving feedback to ensure a quick response for all affected staff.
- C. Use a mix of communication methods and ensure that any feedback received is shared openly on a public forum to promote visibility
- D. Send an email to the affected staff and ensure that as much detail as possible is included to promote transparency

Answer: A

NEW QUESTION # 38
A designer has been asked by an organization to design a new office chair. The designer has proposed a plant that they have been asked to validate. In 'design thinking', what should the designer do to BEST validate the plan

- A. Decide for the user what is important for the chair
- B. Ask the user to provide feedback on a prototype of the chair
- C. Ask the user to communicate their needs for the chair
- D. Adopt the user's point of view of using the chair

Answer: B

NEW QUESTION # 39
A service provider is in a partnership relationship with a service consumer. The services provided are complex with new functionality and improvements constantly being developed using agile methods.
Which is the BEST approach for validating service value?

- A. Produce service level reports and an analysis of the cost and risks of service delivery
- B. Work together to identify methods of checking service value and check that value propositions are still valid
- C. Regularly perform user satisfaction surveys and an analysis of the costs and risks removed from the service consumer
- D. Perform ad-hoc service reviews and produce reports of service outputs

Answer: B

Explanation:
Explanation

The best approach for validating service value in a partnership relationship with a service consumer is to work together to identify methods of checking service value andcheck that value propositions are still valid. This is because this approach aligns with the ITIL 4 guiding principles of focus on value, collaborate and promote visibility, and progress iteratively with feedback1.

By working together, the service provider and the service consumer can co-create value and ensure that the services delivered meet the needs and expectations of the service consumer and other stakeholders. They can also share information and feedback, and adjust the services accordingly to respond to changing requirements and opportunities. Moreover, they can jointly define the criteria and indicators for measuring and validating the value of the services, such as the outcomes, costs, risks, and benefits23.

The value propositions of the services are the statements that describe the benefits and value that the services offer to the service consumer and other stakeholders. They are based on the understanding of the service consumer's needs, preferences, and goals. The value propositions should be regularly reviewed and validated to ensure that they are still relevant and accurate, and that they reflect the current and future value of the services45.

The other options are not the best approach for validating service value, because they are either too narrow, too passive, or too reactive. They do not involve the active collaboration and co-creation of value between the service provider and the service consumer, nor do they account for the complexity and agility of the services provided.

References: 1: ITIL 4 Foundation: ITIL 4 Edition, AXELOS, 2019, p. 13-15 2: ITIL 4 Direct, Plan and Improve, AXELOS, 2019, p. 97-98 3: Reporting on value in service management, AXELOS, 2021, 3 4: ITIL 4 Create, Deliver and Support, AXELOS, 2019, p. 17-18 5: ITIL 4 Drive Stakeholder Value, AXELOS, 2019, p. 25-26

NEW QUESTION # 40

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