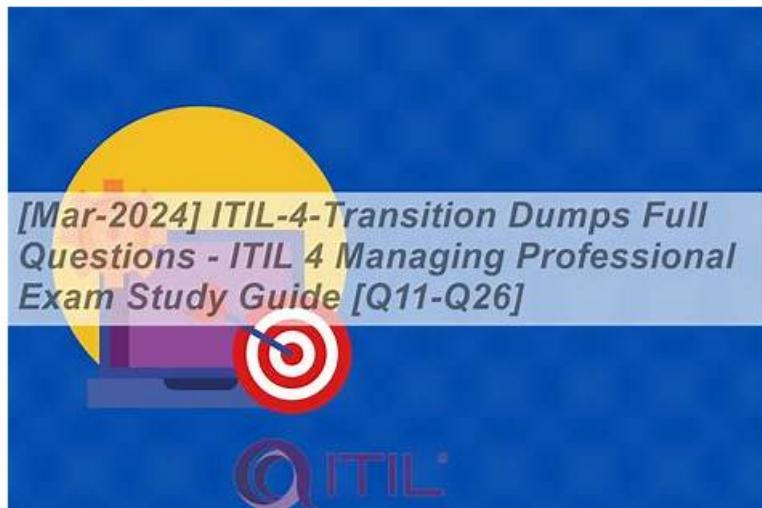


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ITIL 4 Managing Professional Transition Sample Questions (Q65-Q70):

NEW QUESTION # 65

Which is a purpose of the customer journey?

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

- D. To understand the interactions between the user and the service provider

Answer: C

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 # 66

In service relationships what is a benefit of identifying consumer roles?

- **A. It enables effective stakeholder management**
- B. It provides shared service expectations
- C. It enables a common definition of value
- D. It removes constraints from the customer

Answer: A

NEW QUESTION # 67

In which TWO situations should be ITIL guiding principles be considered?

1. In every initiative
2. In all relationships with stakeholders
3. Only specific initiatives where the principle is relevant
4. Only specific stakeholder relationships where the principle is relevant

- A. 2 and 3
- **B. 1 and 2**
- C. 1 and 4
- D. 3 and 4

Answer: B

NEW QUESTION # 68

An organization is undergoing a significant cultural change as a result of introducing Agile and DevOps practices.

How can managers use Toyota Kata to help employees adjust to these different ways of working?

- **A. By encouraging the practicing of routines to unlearn old habits and learn new ones**
- B. By creating detailed plans that predetermine how to approach large changes
- C. By making hard decisions for the teams and providing step-by-step guidance
- D. By encouraging widespread changes that involve the teams starting from scratch

Answer: A

Explanation:

Toyota Kata is a way of managing teams, teaching them to adopt the methods used and perfected by Toyota.

It is based on the idea of practicing routines or patterns that help people learn new skills and behaviors. By encouraging the

practicing of routines to unlearn old habits and learn new ones, managers can help employees adjust to the different ways of working that Agile and DevOps require. For example, managers can use the Improvement Kata to help teams set challenging goals, experiment with solutions, learn from obstacles, and adapt to changing conditions. Managers can also use the Coaching Kata to provide feedback and guidance to teams, and help them develop scientific thinking and problem-solving skills. References:

- * Toyota Kata - Wikipedia
- * What is the Toyota Kata? | Kanban Tool
- * Toyota Kata - Habits for Continuous Improvements

NEW QUESTION # 69

Which charging mechanism could cause the price of a service to change depending on the time of day?

- A. Cost
- B. Market price
- C. Cost plus
- D. Differential charging

Answer: D

NEW QUESTION # 70

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