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ITIL ITIL-4-Transition Exam Syllabus Topics:

Section	Weight	Objectives
Create, Deliver and Support (CDS)	20%	- Service performance and quality management - Value streams and processes for creation and delivery - Service design, development and delivery
Drive Stakeholder Value (DSV)	20%	- Customer journey mapping and experience management - Service consumption and value realization - Stakeholder relationship management
ITIL 4 Core Concepts and Differences from Previous Versions	20%	- Service value system and service value chain - Main differences between ITIL v3 and ITIL 4 - Key concepts and definitions in ITIL 4
High Velocity IT (HVIT)	20%	- Agile, Lean and DevOps principles and practices - Operating models for high-speed digital environments - Rapid service delivery and continuous improvement
Direct, Plan and Improve (DPI)	20%	- Continual improvement and organizational change - Strategic planning and direction setting - Governance and management control

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ITIL 4 Managing Professional Transition Sample Questions (Q88-Q93):

NEW QUESTION # 88

Which is a purpose of the customer journey?

- A. To maximize the co-creation of value from both an outcome and experience perspective
- B. To understand the interactions between the user and the service provider
- 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: A

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 # 89

Which is an input to the service value system?

- A. A need from consumers for new or changed services
- B. Recommendations to help an organization in all aspects of its work
- C. The system of directing and controlling an organization
- D. A model to help meet stakeholders' expectations

Answer: A

Explanation:

Comprehensive and Detailed Explanation From Exact Extract of ITIL 4 Managing Professional Transition:

In ITIL 4, the Service Value System (SVS) transforms inputs into outputs through the use of various components.

The input to the SVS is opportunity and demand.

* Demand refers to the need or desire for products and services from internal or external consumers.

* Opportunity represents options or possibilities to add value.

* The SVS uses this input to produce value as the output. Therefore, Option D - "A need from consumers for new or changed services" - accurately describes an input into the SVS.

NEW QUESTION # 90

Which of the following is a necessity for a successful service level agreement (SLA)?

- A. Vague targets, such as user experience metrics, should be avoided
- B. Base the SLA on system-based metrics that are useful to the service provider
- C. To promote consistency, carry SLAs forward unchanged every year
- D. The language and terms used in the SLA should be commonly understood by all parties

Answer: D

Explanation:

Comprehensive Explanation:

For an SLA to be effective, ITIL stresses:

- * Clear, simple, and agreed language
- * Shared understanding between the provider and the customer
- * Terms that are meaningful to both parties

ITIL warns against:

- * Using technical metrics that only the provider understands
- * Carrying outdated SLAs forward
- * Avoiding user-experience metrics - these are valuable

Thus, Option A is the required necessity.

NEW QUESTION # 91

An organization wants to introduce a new service. There are many teams that will contribute to the design, development and transition of the service. Which approach should the organization follow when creating a value stream for this new service?

- A. Create one value stream for each team, to allow the teams to focus on their different objectives
- B. Create separate value streams for every project phase, to ensure that each milestone is achieved in a Agile manner
- C. Create separate value streams for practices, people, tools and suppliers, to ensure that 'four dimensions' are considered equally
- **D. Create one value stream for the entire project, to enable an end-to-end, holistic vision of the service**

Answer: D

NEW QUESTION # 92

An organization is planning to communicate information about a new improvement initiative by providing information on the IT portal, sending emails, and holding meetings with affected groups.

Which communication principle are they applying?

- A. Timing and frequency matter
- B. We are all communicating all the time
- C. Communication is a two-way process
- **D. There is no single method of communicating**

Answer: D

NEW QUESTION # 93

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