

# ITIL ITIL-4-Transition Relevant Answers, ITIL-4-Transition Valid Exam Question



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ITIL-4 Transition Exam is an essential certification program for IT professionals who want to stay up-to-date with the latest ITIL framework and practices. ITIL 4 Managing Professional Transition certification program is designed to help IT professionals develop the knowledge and skills they need to manage IT services effectively in a business environment. With the ITIL 4 Managing Professional Transition certification, IT professionals can enhance their career prospects and demonstrate their expertise in ITIL 4 service management practices.

ITIL 4 Managing Professional Transition exam is a challenging exam that requires a strong understanding of the ITIL 4 framework. ITIL-4-Transition Exam covers topics such as service management, service value system, service value chain, and service management practices. ITIL-4-Transition exam is designed to test the knowledge and skills of IT professionals who are seeking to upgrade their ITIL qualifications to the latest version.

## ITIL 4 Managing Professional Transition Sample Questions (Q76-Q81):

### NEW QUESTION # 76

An organization has IT divisions distributed globally. As the organization has grown, it has become difficult to align the activities of the IT divisions with the organization's objectives. How can the organization ensure that all IT activities are aligned with the organization's objectives?

- A. Prioritize risk mitigation strategies in alignment with the organization's risk appetite
- B. Put compliance controls in place to ensure that all centers of expertise are following the same practices
- C. Establish increasingly detailed objectives at each level of the organization that align directly with the objectives of the layer above
- D. Collect feedback from both organizational and IT leadership from each region

**Answer: C**

Explanation:

Explanation

The best way for the organization to ensure that all IT activities are aligned with the organization's objectives is to establish increasingly detailed objectives at each level of the organization that align directly with the objectives of the layer above. This is based on the ITIL 4 principle of cascading objectives, which is a method for translating high-level strategic objectives into more specific and measurable operational objectives. By doing this, the organization can create a clear line of sight between the vision, mission, and goals of the organization and the actions and outcomes of the IT divisions. This also enables the organization to monitor and evaluate the performance and value of the IT activities and ensure that they are contributing to the achievement of the organization's objectives. The other options are not sufficient to ensure alignment, as they do not address the root cause of the misalignment, which is the lack of clarity and consistency in the objectives. Risk mitigation strategies, compliance controls, and feedback collection are important aspects of IT governance, but they do not necessarily ensure that the IT activities are aligned with the organization's objectives. They may also create unnecessary bureaucracy and overhead that may hinder the agility and innovation of the IT divisions. References:

<https://www.atlassian.com/blog/technology/what-the-new-itil-4-means-for-you-and-your-team>

<https://www.greycampus.com/opencampus/itil-foundation/itil-objectives>

### NEW QUESTION # 77

Information that is needed to resolve problems is difficult to obtain because IT staff are worried that they will be blamed for mistakes.

Which concept can MOST help to resolve this?

- A. Valuable investments
- B. Agile
- C. Safety culture
- D. Design thinking

**Answer: C**

Explanation:

Safety culture is a concept that refers to the shared beliefs, perceptions, and values in relation to risks within an organization. A

safety culture encourages people to be open and honest about their mistakes, learn from them, and improve their performance. A safety culture also fosters trust, collaboration, and visibility among IT staff, which can help to obtain the information needed to resolve problems. According to ITIL 4, safety culture aligns with the guiding principle of "collaborate and promote visibility", which states that "working together across boundaries produces results that have greater buy-in, more relevance to objectives, and increased likelihood of long-term success" 1. Safety culture is also one of the key elements of the high-velocity IT approach, which aims to enable organizations to thrive in the digital era 23. References:

- \* ITIL 4 Information security and risk management practices: embedding safety culture and behaviour
- \* Safety cultures and happy employees
- \* The importance of Safety Culture in the success of IT

#### NEW QUESTION # 78

Identify the missing word in the following sentence:

The purpose of the service configuration management practice is to ensure that accurate and reliable information about the configuration of [?], and the CIs that support them, is available when and where it is needed.

- A. Outcomes
- **B. Services**
- C. Organizations
- D. IT assets

**Answer: B**

Explanation:

Comprehensive Explanation:

The ITIL 4 definition states:

Service configuration management ensures that accurate and reliable information about the configuration of services and the configuration items (CIs) that support them is available when needed.

Therefore, the missing word is "services".

#### NEW QUESTION # 79

What is the expected outcome from using a service value chain?

- A. The application of practices
- B. Service value streams
- C. Customer engagement
- **D. Value realization**

**Answer: D**

#### NEW QUESTION # 80

Which practice conducts reviews to validate that services are covering the needs of the customers?

- A. Service desk
- B. Monitoring and event management
- **C. Service level management**
- D. Change enablement

**Answer: C**

Explanation:

Comprehensive Explanation:

Service level management is responsible for:

- \* Ensuring services meet agreed service levels
- \* Conducting service reviews with customers
- \* Verifying that services continue to meet customer needs

Therefore, Option B is correct.

