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ITIL 4 Managing Professional Transition Sample Questions (Q57-Q62):

NEW QUESTION # 57

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

Answer: A

NEW QUESTION # 58
An organization is designing a survey to assess the needs and expectations of its staff.
What is this an example of?

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

Answer: B

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 # 59
What BEST describes the relationship between planning and risk?

- A. Planning focuses on what needs to be accomplished, risk management is part of how work is to be performed
- B. Risk management is the exclusive domain of dedicated risk managers
- C. Planning should always consider risks and how to mitigate them
- D. Planning is a high level function, risk management is a tactical activity

Answer: C

NEW QUESTION # 60
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 service consumer resources required to deliver the service
- C. To maximize the number of contacts with the customer in order to enhance the service
- D. To understand the interactions between the user and the service provider

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 # 61
What do Lean and Agile consider a barrier to high performance?

- A. Limiting work-in-progress
- B. Making work visible
- C. Pulling versus pushing work
- D. Large batch sizes of work

Answer: D

Explanation:
Large batch sizes of work are considered a barrier to high performance in Lean and Agile because they increase the amount of work in progress (WIP), which leads to longer cycle times, higher variability, lower quality, and reduced feedback and learning. Large batches also increase the risk of waste, rework, and delays, as well as the complexity and uncertainty of the work. Lean and Agile advocate for reducing batch sizes and limiting WIP, which enables faster flow, shorter feedback loops, higher quality, and more value delivery.
Some of the practices that help reduce batch sizes and limit WIP are:
* Pulling versus pushing work, which means that work is initiated only when there is a demand and capacity for it, rather than being assigned or scheduled in advance.
* Making work visible, which means that the status and progress of work are transparent and accessible to all stakeholders, using tools such as Kanban boards, burn-down charts, and dashboards.
* Limiting work-in-progress, which means that the number of work items in each stage of the workflow is restricted, based on the available resources and throughput, to prevent bottlenecks and overloading.
References:

NEW QUESTION # 62
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