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ITIL 4 Managing Professional Transition Exam is an essential certification exam for IT professionals who want to stay up-to-date with the latest ITIL 4 framework. Passing ITIL-4-Transition exam can help IT professionals demonstrate their knowledge and skills in IT service management practices, improve their job performance, and stand out in a competitive job market. ITIL-4-Transition exam covers several key ITIL 4 concepts and practices and is designed to test the knowledge and skills of IT professionals who have already completed the ITIL v3 foundation certification.

ITIL-4 Transition certification exam is an advanced-level certification that covers the core concepts of ITIL 4, including service management practices, value streams, and the four dimensions of service management. ITIL-4-Transition Exam consists of 40 multiple-choice questions, and the candidate must score at least 28 out of 40 to pass the exam. ITIL-4-Transition exam duration is 90 minutes, and it can be taken online or at an authorized testing center.

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ITIL-4-Transition (ITIL 4 Managing Professional Transition) Certification Exam is designed for IT professionals who want to demonstrate their knowledge and skills in the newest version of ITIL. ITIL 4 is the latest iteration of the popular ITIL framework, which is used by organizations worldwide to manage their IT services. The ITIL-4-Transition Exam is an intermediate-level certification that validates an individual's ability to manage the transition of IT services from one state to another.

ITIL 4 Managing Professional Transition Sample Questions (Q80-Q85):

NEW QUESTION # 80

Which describes the value driven approach to service design?

- A. An iterative approach based on frequent feedback, continual experimentation, and learning to ensure value co-creation
- **B. The practice of analyzing a business, defining its needs, and recommending solutions that create value for stakeholders**
- C. A process improvement philosophy that prioritizes flow efficiency over resource efficiency
- D. Designing just enough features to satisfy early customers, and providing feedback for future development

Answer: B

NEW QUESTION # 81

Which is included in onboarding?

1. Negotiating service targets with customers
2. Building awareness of the new consumer
3. Ensuring resources are prepared for service provision
4. Designing the service components and infrastructure

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

Answer: C

Explanation:

Onboarding is one of the six activities in the service value chain, which is the set of interconnected activities that an organization performs to deliver a valuable product or service to its consumers and other stakeholders¹. Onboarding involves providing the consumer with the agreed service and ensuring that they can use it as intended¹. This includes building awareness of the new consumer, such as informing them about the service features, benefits, and costs, as well as ensuring resources are prepared for service provision, such as allocating staff, equipment, and facilities². Negotiating service targets with customers is part of the engage activity, which involves understanding the needs and expectations of the stakeholders and establishing agreements on how to meet them¹. Designing the service components and infrastructure is part of the design and transition activity, which involves ensuring that products and services continually meet stakeholder expectations for quality, costs, and time to market¹. References:

* ITIL 4 Foundation: Service Value Chain

* Transforming customer journeys with ITIL 4 DSV

NEW QUESTION # 82

An organization is compiling information about how a new service will be used. It is considering how each set of stakeholders will experience the service. In the past, the suppliers have been unreliable, so the organization wants to identify the main risks and

dependencies for the introduction of the service. What is this an example of?

- A. An agile approach
- B. Shift left
- **C. Value stream mapping**
- D. Workforce planning

Answer: C

Explanation:

Explanation

The correct answer is B. Value stream mapping. This is because value stream mapping is a technique that helps to visualize how a service delivers value to the stakeholders, and identify the risks, dependencies, inefficiencies, and opportunities for improvement along the way¹². Value stream mapping involves defining the service vision, mapping the current state, analyzing the current state, designing the future state, and implementing the future state¹². By considering how each set of stakeholders will experience the service, the organization is defining the service vision and mapping the current state of the service.

A: An agile approach is not the correct answer, because an agile approach is a way of working that is flexible, iterative, and adaptive to changing requirements and feedback³⁴. An agile approach does not necessarily involve compiling information about how a new service will be used, or considering how each set of stakeholders will experience the service.

C: Workforce planning is not the correct answer, because workforce planning is a process that ensures that an organization has the right people with the right skills at the right time to deliver its objectives. Workforce planning does not necessarily involve compiling information about how a new service will be used, or considering how each set of stakeholders will experience the service.

D: Shift left is not the correct answer, because shift left is a practice that aims to resolve issues as close as possible to their source, and prevent them from escalating to higher levels of support. Shift left does not necessarily involve compiling information about how a new service will be used, or considering how each set of stakeholders will experience the service. References:

ITIL 4 Managing Professional Transition Module Sample Paper - English, page 9, question 2, answer B ITIL 4 Managing Professional Transition Module Candidate Syllabus - English, page 10, learning outcome 1.4 ITIL 4 Managing Professional Transition Course Online - Simplilearn, section 3.2, lesson 3.2.1, topic

"Agile Approach"

ITIL 4 Managing Professional: Transition Module | Axelos, page 2, section "ITIL 4 Managing Professional Transition Module"

[ITIL 4 Managing Professional Transition Course Online - Simplilearn], section 3.2, lesson 3.2.3, topic

"Workforce Planning"

[ITIL 4 MP Transition: a transformed framework | Axelos], paragraph 4, sentence 2

[ITIL 4 Managing Professional Transition Course Online - Simplilearn], section 3.2, lesson 3.2.4, topic

"Shift Left"

[Course: ITIL 4 Managing Professional Transition | ITIL USA], paragraph 3, sentence 3

NEW QUESTION # 83

An organization is attempting to improve the design, development and transition of new services. It recognizes that some ways of working are not focused on creating value.

Which is an example of a working practice that the organization should STOP?

- A. Involving customers and users in testing activities to understand whether the service meets the customers' and users' expectations
- **B. Defining the features and functionality of services by relying on the developers' previous experience of designing similar systems for customers**
- C. Involving users, customers and other stakeholders when communicating desired outcomes in the form of user stories
- D. Designing systems with the continual involvement of customers to ensure that any changes in requirements are understood as early as possible

Answer: B

Explanation:

This working practice is not focused on creating value because it does not involve the customers or users in defining the requirements and expectations of the service. It also assumes that the developers' previous experience is relevant and sufficient for the current situation, which may not be the case. This practice may lead to delivering a service that does not meet the needs and preferences of the customers or users, or that is not aligned with the organization's strategy and objectives. References:

* ITIL 4 Managing Professional Transition Module Sample Paper - English¹, page 6, question 1, answer A

* ITIL 4 Foundation: ITIL 4 Edition², page 67, section 4.1.1, paragraph 2

* ITIL 4 Managing Professional: Create, Deliver and Support³, page 9, section 1.1, paragraph 3

* ITIL 4 Managing Professional: Direct, Plan and Improve4, page 11, section 1.1, paragraph 2

NEW QUESTION # 84

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. To promote consistency, carry SLAs forward unchanged every year
- C. Base the SLA on system-based metrics that are useful to the service provider
- 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 # 85

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