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### ITIL 4 Managing Professional Transition Sample Questions (Q93-Q98):

#### NEW QUESTION # 93

Which activity is NOT recommended by the "start where you are" guiding principle?

- A. Using source data to avoid unintentional data distortion found in reports
- B. Discarding existing processes before assessing their usefulness
- C. Applying risk management when considering introducing new processes
- D. Involving people who are not familiar with a service when observing and assessing its activities

**Answer: B**

Explanation:

Comprehensive Explanation:

Start where you are emphasizes:

- \* Do not discard what you have until you understand it.
- \* Assess the current state based on evidence, not assumptions.
- \* Use source data and accurate observation.

Option D violates the principle because it suggests removing existing processes before evaluation, which ITIL specifically warns against.

#### NEW QUESTION # 94

Which statement about user communities is CORRECT?

- A. User communities are created by service providers to investigate the cause of problems
- B. Informal user communities should be disbanded and merged into official groups
- C. Every user community should have at least one super-user
- D. Communities set up by users may be recognized and supported by service providers

**Answer: D**

Explanation:

Explanation

User communities are groups of people who share a common interest or need related to a service or product.

They can be formal or informal, online or offline, and may be initiated by service providers or users themselves. User communities can provide valuable feedback, insights, and support for service providers, as well as enhance the user experience and satisfaction. Therefore, service providers may recognize and support user communities that are set up by users, as long as they respect their autonomy and do not interfere with their activities. User communities are not created by service providers to investigate the cause of problems (option A), nor should they be disbanded or merged into official groups (option C). User communities may or may not have super-users, who are users with advanced skills or knowledge who can help other users, but this is not a requirement for every user community (option D). References: ITIL 4 Foundation, page 77; ITIL 4 Specialist: Drive Stakeholder Value, page 33.

#### NEW QUESTION # 95

A software development team is intending to develop many new applications and services. They will need contributions from various practices to achieve this. How should these activities be combined?

- A. A value stream should be designed to include activities from all practices that are needed
- B. Each practice should define the outputs it will produce and the required inputs it needs to succeed

- C. The software development manager should define requirements for all practices and ensure that they contribute to the overall service
- D. Practices should operate as suppliers to each other, using guidance from the 'supplier management' practice

**Answer: A**

Explanation:

Explanation

A value stream is a way of describing how an organization responds to specific types of demand and opportunity, by combining and integrating various activities from different practices. A value stream is based on the service value chain, which is a flexible operating model that outlines the key activities required to facilitate value creation through the delivery and management of products and services. The service value chain consists of six activities: plan, improve, engage, design and transition, obtain/build, and deliver and support. Each activity can be supported by one or more practices, which are sets of organizational resources and capabilities that help perform work or accomplish an objective. By designing a value stream that includes activities from all practices that are needed, the software development team can ensure that they are creating value for their customers and users, as well as capturing value for themselves and other stakeholders. A value stream also helps to optimize the use of resources, eliminate waste, and improve efficiency and effectiveness.

References:

ITIL 4 Foundation: ITIL 4 Edition, section 4.2.1

ITIL 4 Value System: Chain and Stream Differences | SysAid, section "Value Streams"

### NEW QUESTION # 96

What is MOST LIKELY to be handled as a service request?

- **A. Providing a virtual server for a development team**
- B. Managing an interruption to a service
- C. An emergency change to apply a security patch
- D. The implementation of a workaround

**Answer: A**

Explanation:

Comprehensive Explanation:

Service requests are:

\* Requests for something to be provided

\* Typically standard, pre-approved, low-risk

\* Examples include software installation, access requests, equipment provisioning

"Providing a virtual server for a development team" is a provisioning request - a type of standard service request, provided it follows an established request model.

Option A = incident.

Option B = change.

Option C = part of problem/error control.

Thus, Option D is correct.

### NEW QUESTION # 97

Which describes the value driven approach to service design?

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

**Answer: C**

Explanation:

The value driven approach to service design is one of the seven guiding principles of ITIL 4, which are part of the ITIL 4 service value system (SVS). The SVS provides a flexible and adaptable approach to address service management challenges and utilize opportunities. It supports organizations in delivering value to their stakeholders in the form of goods, services, or other results<sup>1</sup>. The value driven approach to service design is based on the principle of focus on value, which states that everything an organization does

should link back, directly or indirectly, to value for stakeholders<sup>2</sup>. This principle implies that service design should not be driven by technology, processes, or resources, but by the outcomes and benefits that customers and users expect from the service. To achieve this, service design should adopt an iterative approach based on frequent feedback, continual experimentation, and learning to ensure value co-creation. This means that service design should not be a one-time activity, but a continuous cycle of improvement that involves testing, measuring, and validating assumptions and hypotheses about what customers and users value, and how the service can deliver it<sup>3</sup>. This approach also enables service design to respond to changing customer needs and expectations, as well as to emerging opportunities and threats in the market. By focusing on value, service design can ensure that the service is fit for purpose and use, and that it contributes to the organization's overall goals and objectives. References:

\* ITIL 4 Managing Professional Transition Module, page 16

\* ITIL Service Design: Principles, Process and Its Importance, section 3.2.3

\* The ITIL 4 Service Value System Explained, paragraph 1

\* ITIL Service Value System (SVS), paragraph 1

## NEW QUESTION # 98

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