

ITIL ITIL-4-Transition Questions - Exam Success Tips And Tricks



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ITIL-4-Transition exam is a complex and challenging exam that requires a deep understanding of ITIL 4 best practices. ITIL-4-Transition exam consists of 40 multiple-choice questions and has a duration of 90 minutes. The passing score for the exam is 70%, which means that candidates must answer at least 28 questions correctly to pass the exam.

ITIL 4 Managing Professional Transition exam assesses the candidate's ability to apply the ITIL 4 framework to real-world scenarios and demonstrate their knowledge of the key concepts and practices of IT service management. ITIL-4-Transition Exam consists of 40 multiple-choice questions and has a duration of 90 minutes. The passing score for the exam is 70%, and candidates who successfully complete the exam will receive the ITIL 4 Managing Professional Transition certification. ITIL 4 Managing Professional Transition certification is recognized globally and is highly valued by organizations that require IT professionals with expertise in IT service management.

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ITIL 4 Managing Professional Transition Sample Questions (Q46-Q51):

NEW QUESTION # 46

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 users, customers and other stakeholders when communicating desired outcomes in the form of user stories
- B. Designing systems with the continual involvement of customers to ensure that any changes in requirements are understood

- as early as possible
- C. Defining the features and functionality of services by relying on the developers' previous experience of designing similar systems for customers
- D. Involving customers and users in testing activities to understand whether the service meets the customers' and users' expectations

Answer: C

NEW QUESTION # 47

An organization's lead times and the flow of tasks across value streams are being impacted because tasks often sit waiting in queues. Which technique can be used to overcome this challenge?

- A. Clarifying definition of done'
- B. Increasing batch sizes
- C. Introducing a push system
- D. Limiting work-in-progress

Answer: D

Explanation:

Limiting work-in-progress (WIP) is a technique that involves setting a maximum number of tasks that can be in progress at any given stage of the workflow. This helps to reduce the amount of time that tasks spend waiting in queues, which improves the flow of work and reduces the lead time. Limiting WIP also encourages the team to focus on completing the tasks that are already started, rather than starting new ones, which improves the quality and value of the work. Limiting WIP is a key practice of Kanban, which is one of the methods covered in the ITIL 4 Managing Professional Transition module. References:

* Limiting Work in Progress (WIP) in Scrum with Kanban - What / When / Who / How

* The Surprising Impact of Limiting Work in Progress on the Flow of Work ...

NEW QUESTION # 48

An organization supports the users of its services using a tiered structure. There are many specialists in the second- and third-line resolution teams who have worked for the organization for a long time. The organization is in the process of deploying many changes to services. This is likely to result in a large number of complex incidents. In addition, there are long backlogs of work for the second and third-line resolution teams to complete.

Which is the BEST approach or technique to resolve this situation?

- A. Swarming
- B. Machine learning
- C. An information model
- D. Service integration and management

Answer: A

NEW QUESTION # 49

An organization wants to become more efficient by reducing the amount of unnecessary work they do. Which approach would be MOST helpful?

- A. Safety culture
- B. DevOps
- C. Site reliability engineering
- D. Lean OK

Answer: D

Explanation:

Explanation

Lean OK is an approach that would be most helpful for an organization that wants to become more efficient by reducing the amount of unnecessary work they do. Lean OK is a combination of Lean and OKR (Objectives and Key Results), which are two complementary methodologies that aim to optimize value creation and eliminate waste. Lean is a philosophy and a set of principles

and practices that focus on delivering value to customers and stakeholders, minimizing waste and inefficiencies, and continuously improving processes and products. OKR is a goal-setting and management framework that helps organizations align their objectives with their vision and strategy, communicate and track their progress, and measure their outcomes and impact.

By using Lean OK, an organization can define clear and ambitious objectives that are aligned with customer needs and organizational goals, and set measurable and achievable key results that indicate how well the objectives are met. Lean OK also helps the organization to identify and eliminate any activities or processes that do not contribute to value creation or goal achievement, and to prioritize and optimize the ones that do.

Lean OK enables the organization to become more efficient, effective, agile, and customer-centric. References:

<https://unichrone.com/blog/it-service-management/lean-itil/>

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

NEW QUESTION # 50

A company has begun a new global line of business that has changed how IT supports the new systems.

Recognizing the urgent need for two-way communication on the required changes, IT managers are trying to find better ways to obtain feedback than a standing agenda at staff meetings.

Which describes the BEST approach for establishing effective feedback channels?

- A. Initiate a project to select and implement a collaboration tool to facilitate two-way communication with staff
- B. Publish a printed weekly newsletter that clearly and consistently communicates change
- **C. Research how individual teams communicate internally and use the most popular collaboration tools to collect feedback**
- D. Establish office hours where staff are encouraged to drop by without appointments and discuss any concerns they have

Answer: C

Explanation:

Explanation

According to ITIL 4, one of the guiding principles is to progress iteratively with feedback. This means that IT service providers should break down complex tasks or changes into manageable chunks, seek feedback after each iteration, and use the feedback to improve and adapt their actions. Feedback is essential for co-creating value with customers and stakeholders, as well as for learning and improving the quality of IT services.

Therefore, IT managers should establish effective feedback channels that enable two-way communication with staff and other parties involved in the IT service delivery. The best approach for establishing effective feedback channels is to research how individual teams communicate internally and use the most popular collaboration tools to collect feedback. This way, IT managers can leverage the existing communication preferences and habits of the staff, and avoid imposing a new tool or method that may not be suitable or convenient for them. By using the most popular collaboration tools, IT managers can also ensure that the feedback is timely, relevant, and accessible for all parties. This approach aligns with the ITIL 4 principle of collaborating and promoting visibility, which encourages IT service providers to work together across boundaries, share information, and make use of diverse perspectives and feedback. Therefore, the answer is A.

Research how individual teams communicate internally and use the most popular collaboration tools to collect feedback. The other options are not the best approach for establishing effective feedback channels, because they either do not facilitate two-way communication, or do not consider the needs and preferences of the staff.

For example, option B. Establish office hours where staff are encouraged to drop by without appointments and discuss any concerns they have, may not be convenient or practical for staff who work remotely or have different schedules. Option C. Initiate a project to select and implement a collaboration tool to facilitate two-way communication with staff, may take too long and may not match the expectations or requirements of the staff. Option D. Publish a printed weekly newsletter that clearly and consistently communicates change, may not be effective or efficient for collecting feedback, as it is a one-way communication channel that does not allow for immediate or interactive responses. References:

The 7 Guiding Principles of ITIL 4: Progress iteratively with feedback1 Guiding Principles of ITIL 4: Progress Iteratively with Feedback2 The customer journey and ITIL 43

NEW QUESTION # 51

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