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ITIL-4-Transition (ITIL 4 Managing Professional Transition) Exam is an important certification exam for IT professionals who want to advance their knowledge and skills in IT service management. ITIL-4-Transition Exam is designed for individuals who are already certified in ITIL v3 and want to upgrade their certification to ITIL 4 Managing Professional level.

ITIL 4 Managing Professional Transition Sample Questions (Q15-Q20):

NEW QUESTION # 15

Which BEST describes the primary role of a governing body?

- A. To annually review and approval of IT projects to maximize business value
- B. To establish and regularly review the effectiveness of risk management and internal controls
- C. To develop and regularly review IT measures and metrics
- D. To establish and regularly review the goals cascade throughout the organization

Answer: B

NEW QUESTION # 16

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

Answer: C

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 # 17

The CIO of a large multi-national organization has noticed that the whole IT department are performing poorly. The CIO is committed to changing the behaviour patterns of their staff to improve performance across the whole IT department.

Which of the following will BEST help to improve staff behaviour?

- A. Comparing the cost of delay' between work items to ensure that financially valuable work is prioritized
- B. Adopting Kanban boards to visualise the flow of work across software development teams
- C. Implementing CI/CD tools to deploy software quickly
- D. Running safe to fail experiments that provide learning opportunities

Answer: D

NEW QUESTION # 18

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

Answer: B

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 # 19

Which of the following statements about change authorization is CORRECT?

- A. Ensuring that changes are authorized after deployment is done by the change authority
- B. The change type and model is the basis for assigning the change authority
- C. The technician making an emergency change can authorize such changes
- D. Every time a standard change is requested a change authority is assigned

Answer: B

Explanation:

Comprehensive Explanation:

In ITIL 4, change authority assignment is based on:

- * The type of change (standard, normal, or emergency)
- * The change model used

Standard changes are pre-authorized, so they do not require a new change authority assignment each time.

Emergency changes require a specific emergency change authority, not the technician.

Changes are never authorized after deployment.

Thus, Option C is the correct ITIL-aligned statement.

NEW QUESTION # 20

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