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ITIL 4 Managing Professional Transition Sample Questions (Q96-Q101):

NEW QUESTION # 96
Which guiding principle would help the MOST in breaking down silos and elimating conflicting goals?

- A. Progress iteratively with feedback
- B. Collaborate and promote visibility
- C. Optimize and automate
- D. Start where you are

Answer: B

Explanation:
Explanation
Collaborate and promote visibility is the guiding principle that would help the most in breaking down silos and eliminating conflicting goals. This principle encourages working together across boundaries and sharing information and knowledge with relevant stakeholders. By doing so, the organization can achieve a common understanding of the vision, objectives, and progress of the service value system. This also helps to avoid duplication of work, reduce errors, and improve efficiency and effectiveness. Collaborate and promote visibility also fosters a culture of trust, openness, and learning, which are essential for continual improvement and innovation. References:
ITIL 4 Foundation: ITIL 4 Edition, section 4.3.4
6 reasons why ITIL 4's guiding principle of collaborate and promote visibility is important, section
"Collaboration and value co-creation"

NEW QUESTION # 97
An organization is planning to communicate information about a new improvement initiative by providing information on the IT portal, sending emails, and holding meetings with affected groups.
Which communication principle are they applying?

- A. Timing and frequency matter
- B. There is no single method of communicating
- C. We are all communicating all the time
- D. Communication is a two-way process

Answer: B

Explanation:
The communication principle that the organization is applying is that there is no single method of communicating that works for everyone. Different communication methods have different advantages and disadvantages, and different audiences may prefer or respond better to different modes of communication. By providing information on the IT portal, sending emails, and holding meetings with affected groups, the organization is using a variety of communication methods to maximize their reach and effectiveness. They are also ensuring that the information is consistent and clear across all channels, and that they can receive feedback and questions from the stakeholders. This communication principle is one of the five principles of good communication based on ITIL 4 concepts1, and it is also related to the ITIL 4 guiding principle of collaborate and promote visibility2, which emphasizes the importance of sharing information and knowledge across the organization and with external partners. References:
* Using ITIL's concepts: 5 principles of good communication1
* The 7 ITIL 4 Guiding Principles: Explained in Detail2

NEW QUESTION # 98
Which is a method for value-driven, data-driven and user-centered service design?

- A. Stakeholder analysis
- B. The MoSCoW method
- C. Balanced scorecard
- D. Design thinking

Answer: D

NEW QUESTION # 99
Which describes the customer journey?

- A. The actions that the service provider takes to attract new customers
- B. The end-to-end experience customers have with service providers
- C. The actions that the user undertakes to be able to use the service
- D. The experience the service user gets from the service provider

Answer: B

Explanation:
The correct answer is B. The end-to-end experience customers have with service providers. This is because the customer journey is a term that describes the complete lifecycle of a customer's interaction with a service provider, from the initial awareness and engagement, to the purchase and consumption, to the retention and advocacy12. The customer journey helps to understand the customer's needs, expectations, emotions, and satisfaction at each touchpoint, and to identify the opportunities for improvement and innovation.

A). The actions that the user undertakes to be able to use the service is not the correct answer, because this is only a part of the customer journey, not the whole definition. The user is the person who uses the service, not necessarily the person who pays for it or decides to use it. The actions that the user undertakes to be able to use the service are also known as the user journey, which is a subset of the customer journey12.

C). The actions that the service provider takes to attract new customers is not the correct answer, because this is also only a part of the customer journey, not the whole definition. The service provider is the organization that provides the service, not the customer. The actions that the service provider takes to attract new customers are part of the marketing and sales activities, which are the first stages of the customer journey12.

D). The experience the service user gets from the service provider is not the correct answer, because this is also only a part of the customer journey, not the whole definition. The service user is another term for the user, who may or may not be the customer. The experience the service user gets from the service provider is part of the service delivery and support activities, which are the middle stages of the customer journey12.

References:
* ITIL 4 Managing Professional Transition Module Sample Paper - English, page 11, question 4, answer B
* ITIL 4 Managing Professional Transition Module Candidate Syllabus - English, page 12, learning outcome 1.6

NEW QUESTION # 100
Which can act as an operating model for an organization?

- A. The four dimensions of service management
- B. The service value chain
- C. The ITIL guiding principles
- D. Continual improvement

Answer: B

Explanation:
Explanation
The correct answer is B. The service value chain because it is the core component of the ITIL 4 service management framework that describes how an organization orchestrates its IT capabilities to achieve its strategic objectives. The service value chain is an operating model that covers all the key activities to flexibly manage products and services1. It consists of six interconnected value chain activities: plan, improve, engage, design and transition, obtain/build, and deliver and support2.

Option A is not correct because the four dimensions of service management are not an operating model, but rather a holistic perspective that should be considered for the effective and efficient facilitation of value co-creation2. The four dimensions are: organizations and people, information and technology, partners and suppliers, and value streams and processes2.

Option C is not correct because the ITIL guiding principles are not an operating model, but rather a set of recommendations that can guide an organization in all circumstances, regardless of changes in its goals, strategies, type of work, or management structure2. The ITIL guiding principles are: focus on value, start where you are, progress iteratively with feedback, collaborate and promote visibility, think and work holistically, keep it simple and practical, and optimize and automate2.

Option D is not correct because continual improvement is not an operating model, but rather a recurring organizational activity performed at all levels to ensure that an organization's performance continually meets stakeholders' expectations2. Continual improvement is based on the continual improvement model, which consists of four steps: what is the vision, where are we now, where do we want to be, and how do we get there2.

References: : ITIL 4 Models - A New Operating Model in ITIL 4 - KnowledgeHut : ITIL 4 Managing Professional Transition Course Online - Simplilearn

NEW QUESTION # 101

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