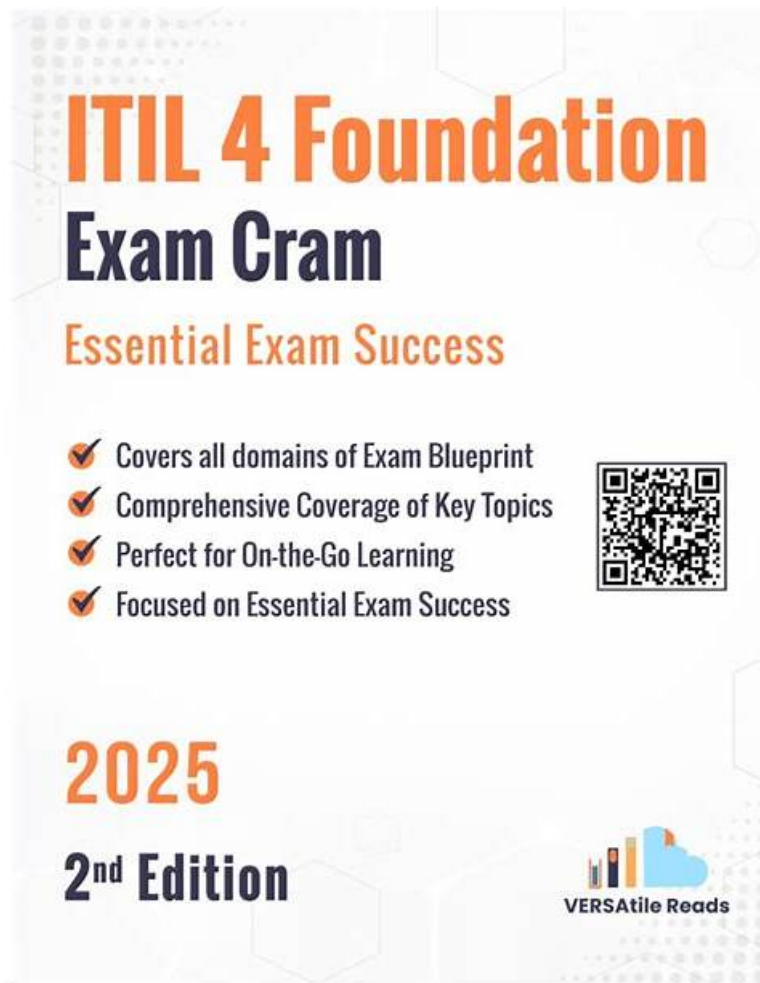


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ITIL 4 Managing Professional Transition certification exam consists of 40 multiple-choice questions, and candidates are given 90 minutes to complete the exam. ITIL-4-Transition Exam is based on the ITIL 4 framework and covers topics such as service management practices, service value system, service management technologies, and service management best practices. Candidates must obtain a minimum score of 28 out of 40 to pass the exam.

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useful for you near life.

ITIL 4 Managing Professional Transition Sample Questions (Q77-Q82):

NEW QUESTION # 77

Which are elements of the service value system?

- A. Outcomes, utility, warranty
- B. Customer value, stakeholder value, organization
- **C. Governance, service value chain, practices**
- D. Service provision, service consumption, service relationship management

Answer: C

NEW QUESTION # 78

Which is an example of results-based measurement and reporting?

- A. Measuring and reporting the number of hours worked by service desk employees
- **B. Measuring and reporting the customer satisfaction with closed incidents**
- C. Measuring and reporting the number of supplier-related interruptions to a service
- D. Measuring and reporting the cost of providing a service to customers and users

Answer: B

Explanation:

Results-based measurement and reporting is a method of measuring and reporting the outcomes and value delivered by products and services, rather than the activities and outputs involved in their creation and delivery¹². Results-based measurement and reporting focuses on the achievement of objectives and the satisfaction of stakeholders, rather than the consumption of resources and the completion of tasks¹².

An example of results-based measurement and reporting is measuring and reporting the customer satisfaction with closed incidents. This is because customer satisfaction is an indicator of the value and quality of the incident management practice and the service provided to the customers. Customer satisfaction reflects the extent to which the customers' expectations and needs have been met by the resolution of the incidents. Customer satisfaction can also influence the customer loyalty, retention, and advocacy for the service provider³⁴.

The other options are not examples of results-based measurement and reporting, because they measure and report the inputs and outputs of the service delivery, rather than the outcomes and value. Measuring and reporting the number of hours worked by service desk employees, the number of supplier-related interruptions to a service, and the cost of providing a service to customers and users are all examples of activity-based or output-based measurement and reporting. These metrics do not indicate the effectiveness or efficiency of the service delivery, nor the satisfaction or value perceived by the customers and users¹².

1: ITIL 4 Create, Deliver and Support, AXELOS, 2019, p. 29-30 2: Measurement and reporting management: ITIL 4 Practice Guide, AXELOS, 2020, p. 5-6 3: ITIL 4 Direct, Plan and Improve, AXELOS, 2019, p. 97-98 4: Reporting on value in service management, AXELOS, 2021, 3

NEW QUESTION # 79

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

Answer: D

NEW QUESTION # 80

What is the definition of 'service management'?

- A. Joint activities performed by a service provider and a service consumer to ensure continual value co- creation
- B. A formal description of one or more services, designed to address the needs of a target consumer group
- **C. A set of specialized organizational capabilities for enabling value for customers in the form of services**
- D. A result for a stakeholder enabled by one or more outputs

Answer: C

Explanation:

Comprehensive and Detailed Explanation From Exact Extract of ITIL 4 Managing Professional Transition:

ITIL 4 defines service management as:

"A set of specialized organizational capabilities for enabling value for customers in the form of services."

* This reflects how an organization uses its resources and competencies to deliver services and create value.

* Option B defines an outcome, not service management.

* Option C describes a service offering.

* Option D refers to service relationships. Thus, Option A is the precise ITIL 4 definition of service management.

NEW QUESTION # 81

In service relationships what is a benefit of identifying consumer roles?

- A. It provides shared service expectations
- **B. It enables effective stakeholder management**
- C. It enables a common definition of value
- D. It removes constraints from the customer

Answer: B

Explanation:

Explanation

Identifying consumer roles in service relationships is a benefit because it helps the service provider to understand the needs, expectations, and responsibilities of each type of consumer. This enables effective stakeholder management, which is the process of identifying, analyzing, planning, and communicating with the people or groups involved in or affected by a service. By knowing the consumer roles, the service provider can tailor the service offerings, agreements, and interactions to suit each role and create value for them. For example, the service provider can communicate with the customer (the person who defines the requirements and pays for the service) about the service strategy and value proposition, while communicating with the user (the person who uses the service) about the service features and feedback. The sponsor (the person who authorizes the budget and supports the service) can also be involved in the decision-making and governance of the service. By identifying and managing the consumer roles, the service provider can build trust, collaboration, and alignment with the consumers and deliver better service outcomes. References: 1, 2, 3

NEW QUESTION # 82

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