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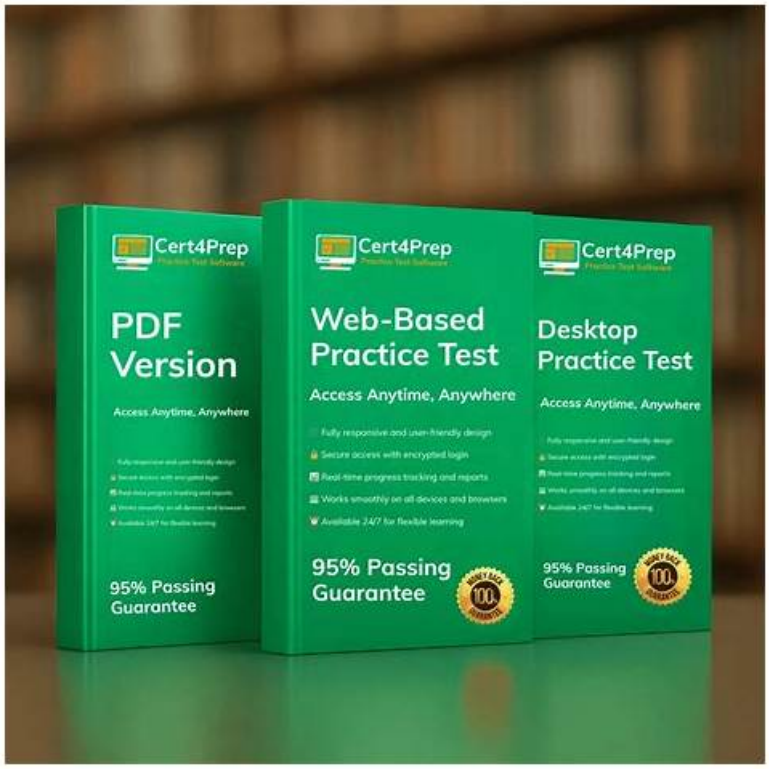

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ITIL 4 Managing Professional Transition Sample Questions (Q26-Q31):

NEW QUESTION # 26
Which practice conducts reviews to validate that services are covering the needs of the customers?

- A. Service desk
- B. Service level management
- C. Change enablement
- D. Monitoring and event management

Answer: B

Explanation:
Comprehensive Explanation:
Service level management is responsible for:
* Ensuring services meet agreed service levels
* Conducting service reviews with customers
* Verifying that services continue to meet customer needs
Therefore, Option B is correct.

NEW QUESTION # 27
A large service provider with many staff has built a relationship with a customer and agreed a 10-year contract. Both organizations have shared information freely and responded to requests.
Which is MOST LIKELY to be a threat to maintaining the relationship?

- A. Failing to explain service provider actions that impact the customer
- B. Scheduling interactions between customer and service provider
- C. Failing to deal with communication in a timely fashion
- D. Changes in service provider and customer staff

Answer: A

Explanation:
Explanation
The correct answer is C because failing to explain service provider actions that impact the customer can erode the trust and transparency that are essential for maintaining a long-term relationship. If the service provider does not communicate the reasons and consequences of their actions, the customer may feel ignored, misled, or dissatisfied. This can lead to conflicts, complaints, or even termination of the contract.
The other options are not as likely to be a threat to the relationship as option C. Scheduling interactions between customer and service provider (option A) can help to ensureregular communication and feedback, which can enhance the relationship. Changes in service provider and customer staff (option B) can be managed by ensuring a smooth handover and orientation process, which can also provide opportunities for building rapport and understanding. Failing to deal with communication in a timely fashion (option D) can cause delays and frustration, but it can be resolved by improving the communication channels and protocols, and by apologizing and explaining the reasons for the delay.
References:
ITIL 4 Managing Professional Transition Module Sample Paper - English, Question 1, Page 5 ITIL 4 Managing Professional: Transition Module | Axelos, Section "What is the ITIL 4 Managing Professional Transition Module?", Paragraph 3 ITIL 4 Managing Professional Transition Course Online - Simplilearn, Section "Course Overview", Paragraph 2

NEW QUESTION # 28
Which high velocity IT objective considers an organization's ability to continue providing business services when disruptive events affect its digital products?

- A. Fast development
- B. Assured conformance
- C. Valuable investments
- D. Resilient operations

Answer: D

NEW QUESTION # 29
What BEST describes the relationship between planning and risk?

- A. Risk management is the exclusive domain of dedicated risk managers
- B. Planning is a high level function, risk management is a tactical activity
- C. Planning focuses on what needs to be accomplished, risk management is part of how work is to be performed
- D. Planning should always consider risks and how to mitigate them

Answer: D

NEW QUESTION # 30
Information that is needed to resolve problems is difficult to obtain because IT staff are worried that they will be blamed for mistakes.
Which concept can MOST help to resolve this?

- A. Valuable investments
- B. Design thinking
- C. Agile
- D. Safety culture

Answer: D

NEW QUESTION # 31
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