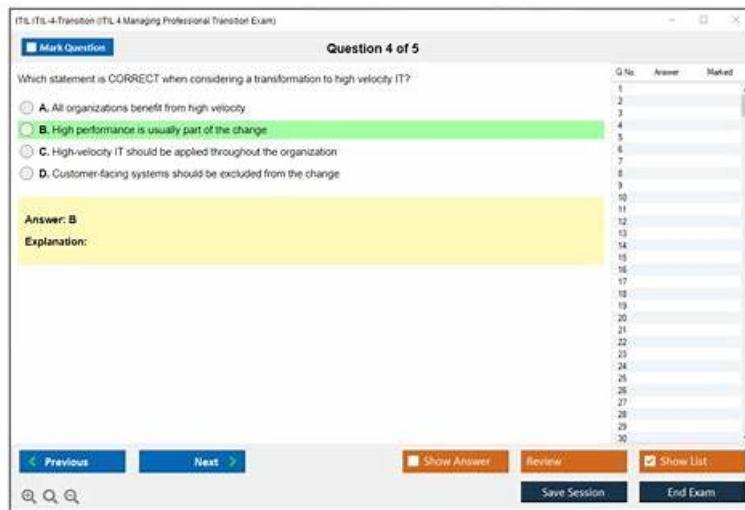


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ITIL 4 Managing Professional Transition exam is a certification exam that provides IT professionals with a transition path to become ITIL 4 Managing Professionals. ITIL-4-Transition exam covers the key concepts and practices of ITIL 4 and the ITIL 4 Managing Professional modules. Passing ITIL-4-Transition exam demonstrates a high level of knowledge and expertise in IT service management and provides IT professionals with the skills and knowledge needed to manage IT services in a complex and dynamic business environment.

ITIL-4-Transition Exam covers a range of topics related to ITIL 4, including service management practices, service value systems, service value chains, and service management tools and techniques. ITIL-4-Transition Exam consists of 40 multiple-choice questions, and candidates have 90 minutes to complete the exam. To pass the exam, candidates must achieve a score of at least 28 out of 40. The ITIL-4-Transition Exam is available in multiple languages and can be taken online or in-person at an accredited testing center. Overall, ITIL-4-Transition exam is a valuable certification for IT professionals who want to stay up-to-date with the latest trends and best practices in IT service management.

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ITIL-4-Transition (ITIL 4 Managing Professional Transition) Certification Exam is designed for IT professionals who want to demonstrate their knowledge and skills in the newest version of ITIL. ITIL 4 is the latest iteration of the popular ITIL framework, which is used by organizations worldwide to manage their IT services. The ITIL-4-Transition Exam is an intermediate-level certification that validates an individual's ability to manage the transition of IT services from one state to another.

ITIL 4 Managing Professional Transition Sample Questions (Q97-Q102):

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. We are all communicating all the time
- C. Communication is a two-way process
- D. There is no single method of communicating

Answer: D

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

When an organization has initiated an IT transformation project, which 'organizational change management' activity should it carry out FIRST?

- A. Develop a value stream map of the desired future changes
- B. Create a clear picture of what is changing and why it is valuable
- C. Create corrective action plans for staff who are resistant to the change
- D. Communicate areas of waste that can be eliminated

Answer: B

Explanation:

The correct answer is A because creating a clear picture of what is changing and why it is valuable is the first step in organizational change management. Organizational change management is the practice of ensuring that changes are effectively and smoothly implemented, and that the lasting benefits of change are achieved.

Creating a clear picture of the change involves defining the vision, scope, objectives, and benefits of the change, and communicating them to the stakeholders. This helps to create a sense of urgency, alignment, and commitment for the change, and to overcome resistance and ambiguity.

The other options are not correct because they are not the first activity in organizational change management.

Developing a value stream map of the desired future changes (option B) is a useful technique to identify and optimize the flow of value, but it is not the first activity. It requires a clear understanding of the change and its value proposition, which is established in option A. Creating corrective action plans for staff who are resistant to the change (option C) is a reactive and punitive approach to change management, which can create more resentment and distrust. It is not the first activity, nor the best practice, in organizational change management.

Communicating areas of waste that can be eliminated (option D) is a part of the lean approach to service management, which aims to optimize value by reducing waste and inefficiencies. However, it is not the first activity in organizational change management, as it does not address the vision, scope, objectives, and benefits of the change, which are essential for creating a clear picture of the change.

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ITIL 4 Managing Professional Transition Module Sample Paper - English, Question 3, 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

[ITIL 4 Foundation: ITIL 4 Edition], Chapter 7, Section 7.2.1, Page 146

[ITIL 4 Foundation: ITIL 4 Edition], Chapter 7, Section 7.2.2, Page 147

- [ITIL 4 Foundation: ITIL 4 Edition], Chapter 7, Section 7.2.3, Page 148
- [ITIL 4 Foundation: ITIL 4 Edition], Chapter 7, Section 7.2.4, Page 149
- [ITIL 4 Foundation: ITIL 4 Edition], Chapter 7, Section 7.2.5, Page 150
- [ITIL 4 Foundation: ITIL 4 Edition], Chapter 7, Section 7.2.6, Page 151
- [ITIL 4 Foundation: ITIL 4 Edition], Chapter 7, Section 7.2.7, Page 152
- [ITIL 4 Foundation: ITIL 4 Edition], Chapter 7, Section 7.2.8, Page 153

NEW QUESTION # 99

An organization is undergoing a significant cultural change as a result of introducing Agile and DevOps practices. How can managers use Toyota Kata to help employees adjust to these different ways of working?

- A. By creating detailed plans that predetermine how to approach large changes
- B. By making hard decisions for the teams and providing step-by-step guidance
- **C. By encouraging the practicing of routines to unlearn old habits and learn new ones**
- D. By encouraging widespread changes that involve the teams starting from scratch

Answer: C

Explanation:

Explanation

Toyota Kata is a way of managing teams, teaching them to adopt the methods used and perfected by Toyota. It is based on the idea of practicing routines or patterns that help people learn new skills and behaviors. By encouraging the practicing of routines to unlearn old habits and learn new ones, managers can help employees adjust to the different ways of working that Agile and DevOps require. For example, managers can use the Improvement Kata to help teams set challenging goals, experiment with solutions, learn from obstacles, and adapt to changing conditions. Managers can also use the Coaching Kata to provide feedback and guidance to teams, and help them develop scientific thinking and problem-solving skills. References:

[Toyota Kata - Wikipedia](#)

[What is the Toyota Kata? | Kanban Tool](#)

[Toyota Kata - Habits for Continuous Improvements](#)

NEW QUESTION # 100

Which term is used to define "any component that needs to be managed in order to deliver an IT service"?

- A. An event
- **B. A configuration item**
- C. A change
- D. An IT asset

Answer: B

Explanation:

Comprehensive Explanation:

A Configuration Item(CI) is defined as:

Any component that must be managed in order to deliver an IT service.

Thus, Option C fits the exact ITIL 4 definition.

NEW QUESTION # 101

What ensures that service providers and service consumers continue to create value together?

- **A. Service relationship management**
- B. Service consumption
- C. Service level management
- D. Service offerings

Answer: A

Explanation:

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

ITIL 4 defines service relationship management as:

"Joint activities performed by a service provider and a service consumer to ensure continual value co- creation." It includes all interactions between provider and consumer, such as:

- * Service provisioning
- * Service consumption
- * Relationship-building activities

Thus, Option D is the exact ITIL 4 answer.

NEW QUESTION # 102

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