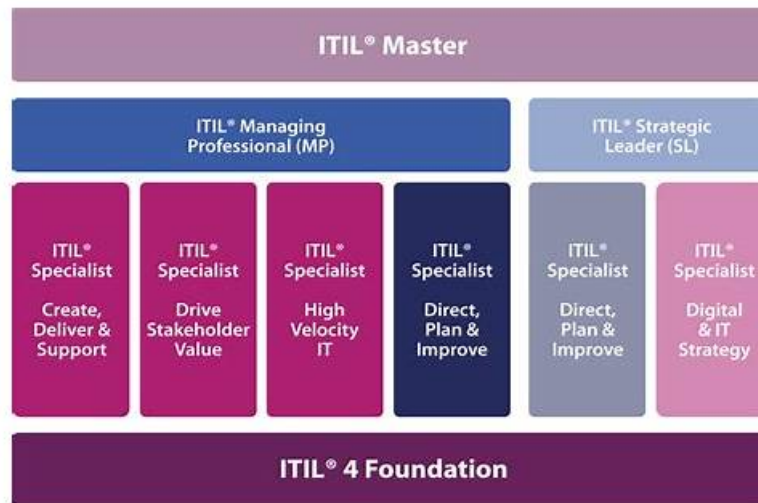


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ITIL 4 Managing Professional Transition Sample Questions (Q21-Q26):

NEW QUESTION # 21

Which two stakeholders co-create value in the service relationship?

- A. The investor and consumer
- B. The provider and supplier
- C. The investor and supplier
- **D. The consumer and provider**

Answer: D

Explanation:

According to ITIL 4, value is co-created by two stakeholders in the service relationship: the consumer and the provider. The consumer is the person or organization that defines the requirements for a service and takes responsibility for the outcomes of service consumption. The provider is the person or organization that provides services to consumers. Value is co-created when the consumer and the provider collaborate and communicate to ensure that the service meets the consumer's needs, expectations, and outcomes. Value is not delivered by the provider alone, but rather emerges from the interactions between the provider and the consumer. The other options are not correct, as they do not involve the consumer and the provider. The supplier is a person or organization that provides goods or services to the provider, but does not directly co- create value with the consumer. The investor is a person or organization that provides funding or resources for the provider, but does not directly co-create value with the consumer. References:

* ITIL 4 and value co-creation | Axelos1

* ITIL 4 - from creating value to co-creating value | Axelos2

* What is co-creation in ITIL 4? - QRP International - Belgium3

* Deriving Value Through Cocreation: ITIL And Other Best Practices Frameworks4

NEW QUESTION # 22

A service support agents adjusts support actions following a call from a frustrated user. Which concept describes this behavior?

- **A. Customer orientation**
- B. Positive communication
- C. Employee satisfaction management
- D. Team Culture

Answer: A

NEW QUESTION # 23

An IT department is able to rapidly develop services that meet functional requirements. However overall satisfaction with these services is low.

Which is the BEST way to start working on developing new services while addressing issues faced by the IT department?

- **A. Develop a clear understanding of the customers' intended goals and expectations, and track each of them from start to finish to ensure that the service supports the required outcomes**
- B. Assess and improve capabilities of IT teams prioritizing areas that are required to deliver the service in a way that meets customer expectations
- C. Develop a clear set of system requirements and track each of them from start to finish to ensure that the delivered service meets the stated requirements
- D. Involve senior management as early as possible to define requirements and help with 'organizational change management' to ensure successful implementation of the service

Answer: A

Explanation:

The best way to start working on developing new services while addressing the issues faced by the IT department is to develop a clear understanding of the customers' intended goals and expectations, and track each of them from start to finish to ensure that the service supports the required outcomes. This is because ITIL 4 emphasizes the importance of co-creating value with customers and focusing on the outcomes that they need and want, rather than just the outputs that the service provider delivers1. By understanding the customers' goals and expectations, the IT department can design and deliver services that are aligned with the customer's needs, preferences, and context, and that provide value for both parties2. Moreover, by tracking the customers' goals and expectations throughout the service lifecycle, the IT department can ensure that the service remains relevant, effective, and efficient, and that any changes or improvements are based on customer feedback and satisfaction3.

Developing a clear set of system requirements and tracking each of them from start to finish to ensure that the delivered service meets the stated requirements (option A) is not the best way to start working on developing new services, because it focuses on the

functional aspects of the service, rather than the outcomes that the customer values. System requirements are the specifications of what the service should do, but they do not necessarily reflect the customer's needs, wants, and context. Therefore, a service that meets the system requirements may not meet the customer's expectations or provide value for them⁴.

Involve senior management as early as possible to define requirements and help with 'organizational change management' to ensure successful implementation of the service (option C) is not the best way to start working on developing new services, because it does not involve the customer in the service design and delivery process. Senior management may have a different perspective and agenda than the customer, and may not fully understand the customer's goals and expectations. Therefore, involving senior management alone may not result in a service that meets the customer's needs or provides value for them. Moreover, organizational change management is a process that helps the organization adapt to changes in the internal or external environment, but it does not necessarily address the issues faced by the IT department in developing new services.

Assess and improve capabilities of IT teams prioritizing areas that are required to deliver the service in a way that meets customer expectations (option D) is not the best way to start working on developing new services, because it assumes that the IT department already knows what the customer expects from the service.

However, without developing a clear understanding of the customer's goals and expectations, the IT department may not be able to identify the areas that need improvement or the capabilities that are required to deliver the service in a way that meets customer expectations. Therefore, assessing and improving capabilities of IT teams is a secondary step that should follow after developing a clear understanding of the customer's goals and expectations.

Therefore, the best way to start working on developing new services while addressing the issues faced by the IT department is to develop a clear understanding of the customers' intended goals and expectations, and track each of them from start to finish to ensure that the service supports the required outcomes. 1: ITIL 4 Foundation, page 4 2: ITIL 4 Foundation, page 6 3: ITIL 4 Foundation, page 8 4: ITIL 4 Foundation, page 9 : ITIL 4 Foundation, page 10 : ITIL 4 Foundation, page 11 : ITIL 4 Foundation, page 12

NEW QUESTION # 24

What do design thinking and service-dominant logic have in common?

- A. Both require clearly defined requirements and acceptance criteria
- B. Both focus solely on the needs and problems of the consumers
- C. Both focus on product functionality and on building new features
- D. Both involve collaborating with customers to ensure their needs are met

Answer: D

Explanation:

Explanation

Design thinking and service-dominant logic have in common that both involve collaborating with customers to ensure their needs are met. Design thinking is a human-centered approach to problem solving that emphasizes empathy, creativity, and experimentation. Service-dominant logic is a framework for understanding value creation, which focuses on the exchange of services between two or more entities. Both concepts share the following principles:

Value is co-created by the provider and the customer in the context of use. The provider does not deliver value, but rather offers value propositions that the customer can accept or reject. The customer is an active participant in the value creation process, not a passive recipient of goods or services.

The customer is the ultimate judge of value. The provider cannot determine the value of the offering in advance, but rather has to understand the customer's needs, preferences, and expectations. The provider has to engage with the customer in an ongoing dialogue and feedback loop to ensure that the offering meets or exceeds the customer's expectations.

The offering is a holistic solution that integrates goods, services, and experiences. The provider does not differentiate between tangible and intangible products, but rather offers a complete solution that addresses the customer's problem or opportunity. The provider has to design the offering in a way that delivers a positive customer experience and enhances the customer's well-being.

References:

Exploring Overlaps and Differences in Service Dominant Logic and Design Thinking Service-Dominant Logic: Key Principles and History Service-Dominant Logic and How It Reframes Our Business Operations The New Paradigm: H2H Marketing

NEW QUESTION # 25

A service provider is in a partnership relationship with a service consumer. The services provided are complex with new functionality and improvements constantly being developed using agile methods.

Which is the BEST approach for validating service value?

- A. Perform ad-hoc service reviews and produce reports of service outputs

- B. Produce service level reports and an analysis of the cost and risks of service delivery
- C. Regularly perform user satisfaction surveys and an analysis of the costs and risks removed from the service consumer
- D. Work together to identify methods of checking service value and check that value propositions are still valid

Answer: D

Explanation:

The best approach for validating service value in a partnership relationship with a service consumer is to work together to identify methods of checking service value and check that value propositions are still valid. This is because this approach aligns with the ITIL 4 guiding principles of focus on value, collaborate and promote visibility, and progress iteratively with feedback¹.

By working together, the service provider and the service consumer can co-create value and ensure that the services delivered meet the needs and expectations of the service consumer and other stakeholders. They can also share information and feedback, and adjust the services accordingly to respond to changing requirements and opportunities. Moreover, they can jointly define the criteria and indicators for measuring and validating the value of the services, such as the outcomes, costs, risks, and benefits²³.

The value propositions of the services are the statements that describe the benefits and value that the services offer to the service consumer and other stakeholders. They are based on the understanding of the service consumer's needs, preferences, and goals. The value propositions should be regularly reviewed and validated to ensure that they are still relevant and accurate, and that they reflect the current and future value of the services⁴⁵.

The other options are not the best approach for validating service value, because they are either too narrow, too passive, or too reactive. They do not involve the active collaboration and co-creation of value between the service provider and the service consumer, nor do they account for the complexity and agility of the services provided.

1: ITIL 4 Foundation: ITIL 4 Edition, AXELOS, 2019, p. 13-15 2: ITIL 4 Direct, Plan and Improve, AXELOS, 2019, p. 97-98 3:

Reporting on value in service management, AXELOS, 2021, 3 4: ITIL 4 Create, Deliver and Support, AXELOS, 2019, p. 17-18

5: ITIL 4 Drive Stakeholder Value, AXELOS, 2019, p. 25-26

NEW QUESTION # 26

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