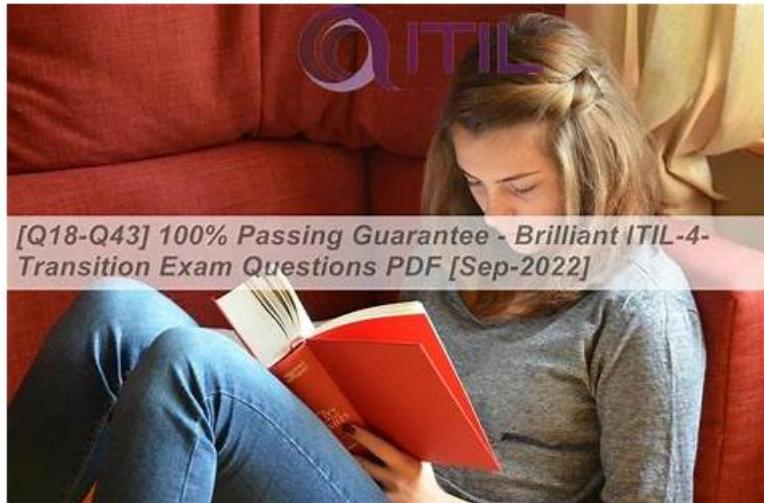# 100% Pass Quiz Updated ITIL - ITIL-4-Transition Valid Exam Tips

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ITIL 4 Managing Professional Transition Sample Questions (Q17-Q22):

NEW QUESTION # 17
Which describes the customer journey?

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

- D. The end-to-end experience customers have with service providers

Answer: D

Explanation:
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 # 18
An organization is designing a survey to assess the needs and expectations of its staff.
What is this an example of?

- A. Integration and data sharing
- B. Customer-orientation
- C. CI/CD
- D. Employee satisfaction management

Answer: D

Explanation:
Employee satisfaction management is the process of measuring and improving how happy and engaged employees are with their work, their employer, and their organization. It involves conducting surveys, analyzing data, implementing strategies, and monitoring outcomes. Employee satisfaction management can help organizations improve productivity, retention, innovation, and customer satisfaction12.
An organization that designs a survey to assess the needs and expectations of its staff is engaging in employee satisfaction management, as it is trying to understand what factors influence employee satisfaction and how to address them. A survey is a common and effective method of collecting feedback from employees, as it can provide quantitative and qualitative data on various aspects of employee satisfaction, such as work environment, compensation, recognition, development, and alignment34.
The other options are not correct because they are not related to employee satisfaction management. CI/CD stands for continuous integration and continuous delivery, which are software development practices that aim to deliver high-quality software faster and more frequently5. Integration and data sharing are processes of connecting different systems and applications and exchanging information between them6. Customer- orientation is a business philosophy that focuses on meeting the needs and expectations of customers and creating value for them7. References:
* 1: How To Improve Employee Satisfaction (With 11 Strategies) | Indeed.com
* 2: The Five Fundamentals Of Employee Satisfaction - Forbes
* 3: The Key To Employee Satisfaction and How To Achieve It | Indeed.com
* 4: How To Measure Employee Satisfaction | Indeed.com
* 5: ITIL 4 Managing Professional: Transition Module | Axelos
* 6: ITIL 4 Managing Professional Transition Course Online - Simplilearn
* 7: ITIL 4 MP Transition: a transformed framework | Axelos

NEW QUESTION # 19

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

Answer: A

Explanation:
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 # 20

An organization is designing a survey to assess the needs and expectations of its staff.
What is this an example of?

- A. Integration and data sharing
- B. Customer-orientation
- C. CI/CD
- D. Employee satisfaction management

Answer: D

NEW QUESTION # 21

An organization's lead times and the flow of tasks across value streams are being impacted because tasks often sit waiting in queues.
Which technique can be used to overcome this challenge?

- A. Increasing batch sizes
- B. Introducing a push system
- C. Limiting work-in-progress
- D. Clarifying definition of done'

Answer: C

Explanation:
Limiting work-in-progress (WIP) is a technique that involves setting a maximum number of tasks that can be in progress at any given stage of the workflow. This helps to reduce the amount of time that tasks spend waiting in queues, which improves the flow of work and reduces the lead time. Limiting WIP also encourages the team to focus on completing the tasks that are already started, rather than starting new ones, which improves the quality and value of the work. Limiting WIP is a key practice of Kanban, which is one of the methods covered in the ITIL 4 Managing Professional Transition module. References:
* Limiting Work in Progress (WIP) in Scrum with Kanban - What / When / Who / How
* The Surprising Impact of Limiting Work in Progress on the Flow of Work ...

NEW QUESTION # 22

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