2026 ITIL ITIL-4-Transition: Useful Standard ITIL 4 Managing Professional Transition Answers

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ITIL 4 Managing Professional Transition Exam, also known as the ITIL ITIL-4-Transition Exam, is designed for IT professionals who are already certified in ITIL v3 and are looking to upgrade their credentials to the latest version, ITIL 4. ITIL-4-Transition exam is for those who want to demonstrate their knowledge and skills in the ITIL 4 framework and become ITIL 4 Managing Professionals. Passing ITIL-4-Transition exam is a crucial step towards achieving the ITIL 4 Managing Professional certification.

>> Standard ITIL-4-Transition Answers <<

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ITIL 4 Managing Professional Transition Sample Questions (Q80-Q85):

NEW QUESTION # 80
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. Introducing a push system
- B. Increasing batch sizes
- 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 # 81
Which is the BEST type of resource for investigating complex incidents?

- A. Detailed work instructions
- B. Knowledgeable support staff
- C. Self-help systems
- D. Disaster recovery plans

Answer: B

Explanation:
Comprehensive Explanation:
Complex incidents typically require:
* High-level diagnostic skills
* Deep technical or service knowledge
* Experience with similar issues
Knowledgeable support staff are the primary resource capable of analyzing and resolving complex incidents.
Self-help is for simple issues; procedures are useful but not sufficient for complex diagnosis; disaster recovery plans are for major disasters, not normal incident handling.
Thus, Option B is correct.

NEW QUESTION # 82
In service relationships what is a benefit of identifying consumer roles?

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

Answer: D

NEW QUESTION # 83
Which describes the customer journey?

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

Answer: D

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 # 84
Which is an input to the service value system?

- A. A model to help meet stakeholders' expectations
- B. Recommendations to help an organization in all aspects of its work
- C. A need from consumers for new or changed services
- D. The system of directing and controlling an organization

Answer: C

Explanation:
Comprehensive and Detailed Explanation From Exact Extract of ITIL 4 Managing Professional Transition:
In ITIL 4, the Service Value System (SVS) transforms inputs into outputs through the use of various components.
The input to the SVS is opportunity and demand.
* Demand refers to the need or desire for products and services from internal or external consumers.
* Opportunity represents options or possibilities to add value.
* The SVS uses this input to produce value as the output. Therefore, Option D - "A need from consumers for new or changed services" - accurately describes an input into the SVS.

NEW QUESTION # 85
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