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ITIL 4 Managing Professional Transition Certification Exam is designed for IT professionals who have already obtained the ITIL v3 Foundation certification and want to upgrade their knowledge and skills to ITIL 4. ITIL-4-Transition Exam is designed to test candidates on their understanding of the ITIL 4 framework, including its key concepts, principles, and practices. It also covers the four ITIL Managing Professional modules, which include ITIL 4 Specialist Create, Deliver and Support, ITIL 4 Specialist Drive Stakeholder Value, ITIL 4 Specialist High Velocity IT, and ITIL 4 Strategist Direct Plan and Improve.

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ITIL 4 Managing Professional Transition Sample Questions (Q83-Q88):

NEW QUESTION # 83

Which ITIL guiding principle recommends using existing services, processes and tools when improving services?

- A. Focus on value
- **B. Start where you are**
- C. Keep it simple and practical
- D. Progress iteratively with feedback

Answer: B

Explanation:

The ITIL guiding principle of start where you are advises service providers to avoid starting from scratch when improving services, but rather to assess the current state and use existing services, processes and tools as a basis for improvement. This principle helps to avoid wasting resources, reinventing the wheel, or losing useful elements of the current state. It also helps to identify and leverage the strengths, weaknesses, opportunities and threats of the current situation. References:

- * ITIL 4 Managing Professional Transition Module, page 16
- * ITIL 4 Foundation: Complete Course with 2 Practice Exams, section 3.2.3
- * The 7 Guiding Principles of ITIL 4 - IFS Blog, paragraph 2
- * The 7 ITIL 4 Guiding Principles: Explained in Detail, paragraph 5

NEW QUESTION # 84

Which is included in onboarding?

1. Negotiating service targets with customers
2. Building awareness of the new consumer
3. Ensuring resources are prepared for service provision
4. Designing the service components and infrastructure

- A. 1 and 2
- B. 1 and 4
- C. 3 and 4
- D. 2 and 3

Answer: D

Explanation:

Onboarding is one of the six activities in the service value chain, which is the set of interconnected activities that an organization performs to deliver a valuable product or service to its consumers and other stakeholders¹. Onboarding involves providing the consumer with the agreed service and ensuring that they can use it as intended¹. This includes building awareness of the new consumer, such as informing them about the service features, benefits, and costs, as well as ensuring resources are prepared for service provision, such as allocating staff, equipment, and facilities². Negotiating service targets with customers is part of the engage activity, which involves understanding the needs and expectations of the stakeholders and establishing agreements on how to meet them¹. Designing the service components and infrastructure is part of the design and transition activity, which involves ensuring that products and services continually meet stakeholder expectations for quality, costs, and time to market¹. References:

* ITIL 4 Foundation: Service Value Chain

* Transforming customer journeys with ITIL 4 DSV

NEW QUESTION # 85

An organization has IT divisions distributed globally. As the organization has grown, it has become difficult to align the activities of the IT divisions with the organization's objectives. How can the organization ensure that all IT activities are aligned with the organization's objectives?

- A. Put compliance controls in place to ensure that all centers of expertise are following the same practices
- B. Establish increasingly detailed objectives at each level of the organization that align directly with the objectives of the layer above
- C. Prioritize risk mitigation strategies in alignment with the organization's risk appetite
- D. Collect feedback from both organizational and IT leadership from each region

Answer: B

Explanation:

Explanation

The best way for the organization to ensure that all IT activities are aligned with the organization's objectives is to establish increasingly detailed objectives at each level of the organization that align directly with the objectives of the layer above. This is based on the ITIL 4 principle of cascading objectives, which is a method for translating high-level strategic objectives into more specific and measurable operational objectives. By doing this, the organization can create a clear line of sight between the vision, mission, and goals of the organization and the actions and outcomes of the IT divisions. This also enables the organization to monitor and evaluate the performance and value of the IT activities and ensure that they are contributing to the achievement of the organization's objectives. The other options are not sufficient to ensure alignment, as they do not address the root cause of the misalignment, which is the lack of clarity and consistency in the objectives. Risk mitigation strategies, compliance controls, and feedback collection are important aspects of IT governance, but they do not necessarily ensure that the IT activities are aligned with the organization's objectives. They may also create unnecessary bureaucracy and overhead that may hinder the agility and innovation of the IT divisions. References:

<https://www.atlassian.com/blog/technology/what-the-new-til-4-means-for-you-and-your-team>

<https://www.greycampus.com/opencampus/itil-foundation/itil-objectives>

NEW QUESTION # 86

A software development team makes many hundreds of small changes every week.

Who can BEST make the decision of whether to accept each change?

- A. The other members of the software development team
- B. The IT change manager
- C. The software development manager
- D. The sponsor in the service consumer organization

Answer: A

Explanation:

Explanation

According to ITIL 4, change enablement is the practice of ensuring that risks are properly assessed, authorizing changes to proceed, and managing a change schedule in order to maximize the number of successful IT changes. ITIL 4 recognizes that changes can vary in size, complexity, and risk, and therefore proposes different types of changes that require different levels of authorization and control. One of these types is standard change, which is a low-risk, pre-authorized change that is well understood and follows an agreed procedure. Standard changes are typically delegated to the service provider or the service consumer, depending on the nature of the change. For example, a software development team that makes many hundreds of small changes every week can be authorized to approve and implement these changes themselves, as long as they follow the agreed change model and comply with the relevant policies and standards. This way, the software development team can benefit from faster and more efficient change delivery, while minimizing the overhead and bureaucracy of the change enablement process. Therefore, the best answer is D. The other members of the software development team, as they can act as the change authority for standard changes within their scope of work.

References:

ITIL 4 Change Management Process | Blog | Digital.ai

ITIL 4's Move from Change Management to Change Enablement²

NEW QUESTION # 87

An organization is compiling information about how a new service will be used. It is considering how each set of stakeholders will experience the service. In the past, the suppliers have been unreliable, so the organization wants to identify the main risks and dependencies for the introduction of the service. What is this an example of?

- A. Shift left
- B. Workforce planning
- C. Value stream mapping
- D. An agile approach

Answer: C

Explanation:

Explanation

The correct answer is B. Value stream mapping. This is because value stream mapping is a technique that helps to visualize how a service delivers value to the stakeholders, and identify the risks, dependencies, inefficiencies, and opportunities for improvement along the way¹². Value stream mapping involves defining the service vision, mapping the current state, analyzing the current state, designing the future state, and implementing the future state¹². By considering how each set of stakeholders will experience the service, the organization is defining the service vision and mapping the current state of the service.

A: An agile approach is not the correct answer, because an agile approach is a way of working that is flexible, iterative, and adaptive to changing requirements and feedback³⁴. An agile approach does not necessarily involve compiling information about how a new service will be used, or considering how each set of stakeholders will experience the service.

C: Workforce planning is not the correct answer, because workforce planning is a process that ensures that an organization has the right people with the right skills at the right time to deliver its objectives . Workforce planning does not necessarily involve compiling information about how a new service will be used, or considering how each set of stakeholders will experience the service.

D: Shift left is not the correct answer, because shift left is a practice that aims to resolve issues as close as possible to their source, and prevent them from escalating to higher levels of support . Shift left does not necessarily involve compiling information about how a new service will be used, or considering how each set of stakeholders will experience the service. References:

ITIL 4 Managing Professional Transition Module Sample Paper - English, page 9, question 2, answer B ITIL 4 Managing Professional Transition Module Candidate Syllabus - English, page 10, learning outcome 1.4 ITIL 4 Managing Professional Transition Course Online - Simplilearn, section 3.2, lesson 3.2.1, topic

"Agile Approach"

ITIL 4 Managing Professional: Transition Module | Axelos, page 2, section "ITIL 4 Managing Professional Transition Module"

[ITIL 4 Managing Professional Transition Course Online - Simplilearn], section 3.2, lesson 3.2.3, topic

"Workforce Planning"

[ITIL 4 MP Transition: a transformed framework | Axelos], paragraph 4, sentence 2

[ITIL 4 Managing Professional Transition Course Online - Simplilearn], section 3.2, lesson 3.2.4, topic "Shift Left"

[Course: ITIL 4 Managing Professional Transition | ITIL USA], paragraph 3, sentence 3

NEW QUESTION # 88

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