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In the such a brilliant era of IT industry in the 21st century competition is very fierce. Naturally, ITIL Certification ITIL-4-Transition Exam has become a very popular exam in the IT area. More and more people register for the exam and passing the certification exam is also those ambitious IT professionals' dream.

## ITIL 4 Managing Professional Transition Sample Questions (Q19-Q24):

### NEW QUESTION # 19

From the perspective of a service provider how does the digital product lifecycle start?

- A. With the exploration of market opportunities
- B. With the onboarding of customers
- C. With the offboarding of customers
- D. With the co creation of value

**Answer: A**

Explanation:

According to ITIL 4, the digital product lifecycle is a model that describes how digital products are created, delivered, and operated. The digital product lifecycle starts with the exploration of market opportunities, where the service provider identifies the needs and expectations of potential customers and stakeholders, and evaluates the feasibility and viability of creating a digital product that can meet those needs and expectations.

The exploration phase involves activities such as market research, customer segmentation, value proposition design, prototyping, and testing. The exploration phase aims to validate the problem-solution fit and the product-market fit of the digital product idea, and to generate feedback and insights that can inform the subsequent phases of the digital product lifecycle. References:

\* Digital product lifecycle: more speed, less chaos | Axelos

\* ITIL 4 High-velocity IT (HVIT) - Your companion to the ITIL 4 Managing Professional HVIT certification

#### NEW QUESTION # 20

How should the seven guiding principles be combined when an organization is making a decision?

- A. By using the focus on value' principle and one or two others that are relevant to the specific decision
- **B. By reviewing each guiding principle to decide how relevant it is to the specific decision**
- C. By using the one or two guiding principles that are most relevant to the specific decision
- D. By using all the guiding principles equally when making any decision

**Answer: B**

Explanation:

Explanation

The seven guiding principles of ITIL 4 are not meant to be applied equally or rigidly in every situation. Rather, they are intended to provide guidance and encourage decision making and continual improvement at all levels.

Therefore, when an organization is making a decision, it should review each guiding principle to decide how relevant it is to the specific decision, and use the ones that are most appropriate and helpful. For example, some decisions may require more collaboration and visibility than others, or some decisions may benefit from more iteration and feedback than others. The guiding principles are not rules or prescriptions, but rather suggestions and recommendations that can help the organization achieve its objectives and deliver value to its stakeholders. References:

The 7 Guiding Principles of ITIL 4 - IFS Blog<sup>1</sup>

The 7 ITIL 4 Guiding Principles: Explained in Detail<sup>2</sup>

The Seven ITIL 4 Guiding Principles & Business Value - Belgium<sup>3</sup>

#### NEW QUESTION # 21

The CIO of a large multi-national organization has noticed that the whole IT department are performing poorly. The CIO is committed to changing the behaviour patterns of their staff to improve performance across the whole IT department.

Which of the following will BEST help to improve staff behaviour?

- A. Comparing the cost of delay' between work items to ensure that financially valuable work is prioritized
- B. Adopting Kanban boards to visualise the flow of work across software development teams
- C. Implementing CI/CD tools to deploy software quickly
- **D. Running safe to fail experiments that provide learning opportunities**

**Answer: D**

#### NEW QUESTION # 22

Which describes the value driven approach to service design?

- A. A process improvement philosophy that prioritizes flow efficiency over resource efficiency
- B. An iterative approach based on frequent feedback, continual experimentation, and learning to ensure value co-creation
- C. Designing just enough features to satisfy early customers, and providing feedback for future development
- **D. The practice of analyzing a business, defining its needs, and recommending solutions that create value for stakeholders**

**Answer: D**

### NEW QUESTION # 23

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

**Answer: D**

### NEW QUESTION # 24

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