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### ITIL 4 Managing Professional Transition Sample Questions (Q42-Q47):

#### NEW QUESTION # 42

Which of the following statements about change authorization is CORRECT?

- A. The change type and model is the basis for assigning the change authority
- B. Every time a standard change is requested a change authority is assigned
- C. The technician making an emergency change can authorize such changes
- D. Ensuring that changes are authorized after deployment is done by the change authority

**Answer: A**

Explanation:

Comprehensive Explanation:

In ITIL 4, change authority assignment is based on:

\* The type of change (standard, normal, or emergency)

\* The change model used

Standard changes are pre-authorized, so they do not require a new change authority assignment each time.

Emergency changes require a specific emergency change authority, not the technician.

Changes are never authorized after deployment.

Thus, Option C is the correct ITIL-aligned statement.

#### NEW QUESTION # 43

A software development team is intending to develop many new applications and services. They will need contributions from various practices to achieve this. How should these activities be combined?

- A. Each practice should define the outputs it will produce and the required inputs it needs to succeed
- B. The software development manager should define requirements for all practices and ensure that they contribute to the overall service
- C. Practices should operate as suppliers to each other, using guidance from the 'supplier management' practice
- **D. A value stream should be designed to include activities from all practices that are needed**

**Answer: D**

Explanation:

Explanation

A value stream is a way of describing how an organization responds to specific types of demand and opportunity, by combining and integrating various activities from different practices. A value stream is based on the service value chain, which is a flexible operating model that outlines the key activities required to facilitate value creation through the delivery and management of products and services. The service value chain consists of six activities: plan, improve, engage, design and transition, obtain/build, and deliver and support. Each activity can be supported by one or more practices, which are sets of organizational resources and capabilities that help perform work or accomplish an objective. By designing a value stream that includes activities from all practices that are needed, the software development team can ensure that they are creating value for their customers and users, as well as capturing value for themselves and other stakeholders. A value stream also helps to optimize the use of resources, eliminate waste, and improve efficiency and effectiveness.

References:

ITIL 4 Foundation: ITIL 4 Edition, section 4.2.1

ITIL 4 Value System: Chain and Stream Differences | SysAid, section "Value Streams"

#### NEW QUESTION # 44

A large service provider with many staff has built a relationship with a customer and agreed a 10-year contract.

Both organizations have shared information freely and responded to requests. Which is MOST LIKELY to be a threat to maintaining the relationship?

- A. Scheduling interactions between customer and service provider
- **B. Failing to explain service provider action that impact the customer**
- C. Failing to deal with communication in a timely fashion
- D. Changes in service provider and customer staff

**Answer: B**

Explanation:

The correct answer is B. Failing to explain service provider action that impact the customer. This is because a lack of transparency and communication can erode the trust and satisfaction of the customer, and lead to misunderstandings and conflicts. The service provider should always inform the customer of any changes, issues, or decisions that affect the customer's services, expectations, or outcomes. The service provider should also seek feedback from the customer and address any concerns or complaints promptly and effectively.

B). Scheduling interactions between customer and service provider is not a threat, but a good practice to maintain the relationship. Regular interactions can help to align the goals, values, and needs of both parties, and foster collaboration and mutual understanding. The service provider should also use these interactions to demonstrate value and performance, and to identify opportunities for improvement or innovation.

C). Changes in service provider and customer staff is not a threat, but a challenge that can be overcome with proper knowledge management and relationship management. The service provider should ensure that the knowledge and experience of the staff are captured, shared, and transferred to the new staff, and that the new staff are trained and competent to deliver the services. The

service provider should also introduce the new staff to the customer and establish rapport and trust.

D). Failing to deal with communication in a timely fashion is a threat, but not the most likely one. Delayed or ignored communication can frustrate the customer and damage the reputation of the service provider. The service provider should respond to the customer's communication as soon as possible, and provide clear and accurate information. The service provider should also follow up on the communication and ensure that the customer's needs are met. References:

\* ITIL 4 Managing Professional Transition Module Sample Paper - English, page 8, question 1, answer A

\* ITIL 4 Managing Professional Transition Module Candidate Syllabus - English, page 9, learning outcome 1.3

\* ITIL 4 Managing Professional Transition Course Online - Simplilearn, section 3.2, lesson 3.2.2, topic

"Relationship Management"

#### NEW QUESTION # 45

Which is a purpose of the customer journey?

- A. To maximize the number of contacts with the customer in order to enhance the service
- B. To understand the interactions between the user and the service provider
- C. To understand the service consumer resources required to deliver the service
- **D. To maximize the co-creation of value from both an outcome and experience perspective**

**Answer: D**

Explanation:

The customer journey is the complete end-to-end experience customers have with one or more service providers and/or their products through the touchpoints and service interactions with those providers<sup>1</sup>. The purpose of the customer journey is to understand the needs, expectations, and preferences of the customers and users, and to design, deliver, and improve services that meet those requirements and create value for them. The customer journey also helps to identify the opportunities and challenges for co-creating value with the customers and users, and to optimize the customer experience throughout the service relationship<sup>23</sup>. By mapping the customer journey, the service provider can ensure that the services are aligned with the customer outcomes and that the service interactions are positive and satisfying for the customers and users<sup>4</sup>. References:

\* ITIL 4 Managing Professional: Drive Stakeholder Value<sup>5</sup>, page 14, section 2.1, paragraph 1

\* ITIL 4 Foundation: ITIL 4 Edition, page 20, section 2.3, paragraph 2

\* ITIL 4 Managing Professional: Create, Deliver and Support, page 10, section 1.1, paragraph 4

\* ITIL 4 Managing Professional: Direct, Plan and Improve, page 12, section 1.1, paragraph 3

\* ITIL 4: Connecting the key concepts Part 4 | Axelos<sup>3</sup>, paragraph 2

\* The customer journey and ITIL 4 | Axelos<sup>1</sup>, paragraph 2

\* ITIL4 - Mapping the Customer Journey - ITSM Professor<sup>2</sup>, paragraph 2

#### NEW QUESTION # 46

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

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

**Answer: C**

#### NEW QUESTION # 47

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