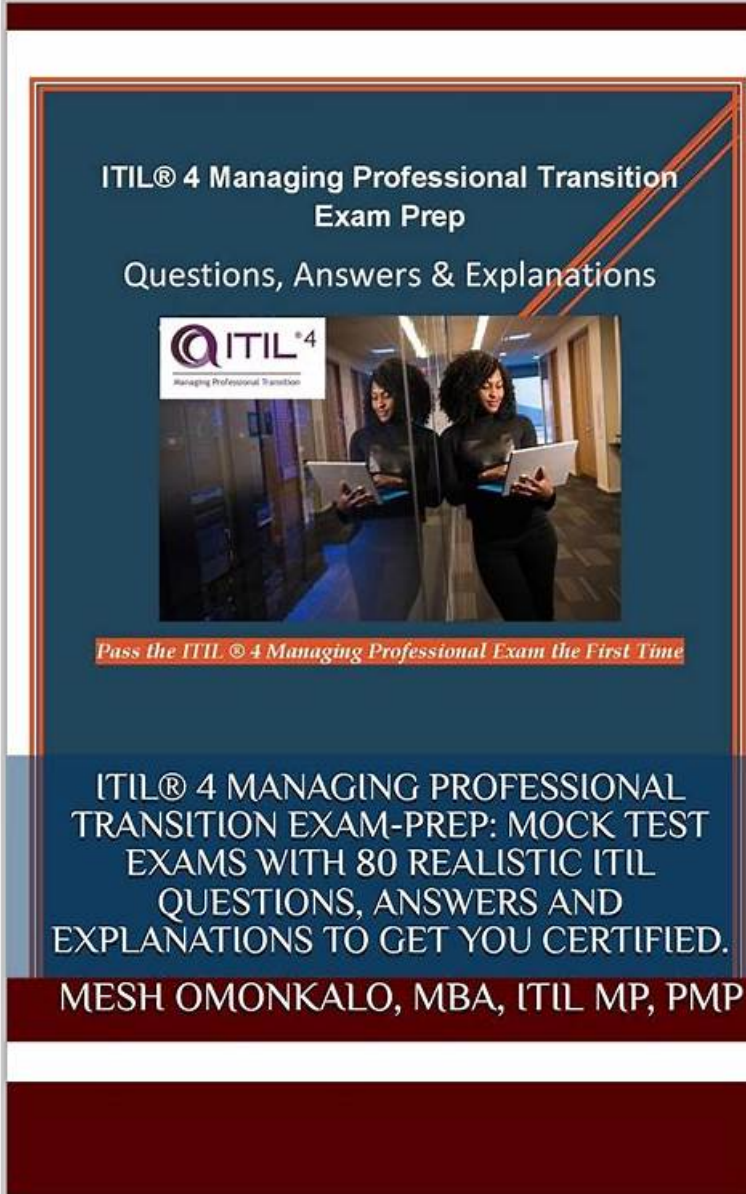


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ITIL 4 Managing Professional Transition Sample Questions (Q68-Q73):

NEW QUESTION # 68

In an organization, a service desk team employs experienced staff who have worked there for many years and have good relationships with support teams. The organization has a good improvement culture, and staff are encouraged to use their experience and identify improvements. They are developing a new policy for handling incidents.

Which is the BEST approach for this new policy?

- A. Implement the policy to the service desk staff initially before informing other affected support teams
- B. Engage with stakeholders to ensure that as much detail as possible is included in the policy
- C. Ensure that any identified exceptions are excluded from the policy to improve clarity
- **D. Ensure that all teams involved in incident resolution collaborate in the development of the policy**

Answer: D

Explanation:

This is the best approach because it ensures that the policy is aligned with the needs and expectations of all the parties involved in incident management. It also fosters a culture of collaboration and trust among the teams, which can improve the efficiency and effectiveness of incident resolution. By involving all the teams in the policy development, the organization can also leverage the experience and knowledge of the staff, and identify any potential gaps or issues that may arise in the incident management process. This approach is consistent with the ITIL 4 guiding principles of collaborate and promote visibility, focus on value, and keep it simple and practical¹². References:

* ITIL 4 Managing Professional Transition Module Sample Paper - English³, page 7, question 2, answer B

* ITIL 4 Foundation: ITIL 4 Edition⁴, page 20, section 2.3, paragraph 2

* ITIL 4 Managing Professional: Create, Deliver and Support⁵, page 10, section 1.1, paragraph 4

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

NEW QUESTION # 69

A company has begun a new global line of business that has changed how IT supports the new systems.

Recognizing the urgent need for two-way communication on the required changes, IT managers are trying to find better ways to obtain feedback than a standing agenda at staff meetings.

Which describes the BEST approach for establishing effective feedback channels?

- A. Publish a printed weekly newsletter that clearly and consistently communicates change
- B. Initiate a project to select and implement a collaboration tool to facilitate two-way communication with staff
- **C. Research how individual teams communicate internally and use the most popular collaboration tools to collect feedback**
- D. Establish office hours where staff are encouraged to drop by without appointments and discuss any concerns they have

Answer: C

Explanation:

Explanation

According to ITIL 4, one of the guiding principles is to progress iteratively with feedback. This means that IT service providers should break down complex tasks or changes into manageable chunks, seek feedback after each iteration, and use the feedback to improve and adapt their actions. Feedback is essential for co-creating value with customers and stakeholders, as well as for learning and improving the quality of IT services.

Therefore, IT managers should establish effective feedback channels that enable two-way communication with staff and other parties involved in the IT service delivery. The best approach for establishing effective feedback channels is to research how individual teams communicate internally and use the most popular collaboration tools to collect feedback. This way, IT managers can leverage the existing communication preferences and habits of the staff, and avoid imposing a new tool or method that may not be suitable or convenient for them. By using the most popular collaboration tools, IT managers can also ensure that the feedback is timely, relevant, and accessible for all parties. This approach aligns with the ITIL 4 principle of collaborating and promoting visibility, which encourages IT service providers to work together across boundaries, share information, and make use of diverse perspectives and feedback. Therefore, the answer is A.

Research how individual teams communicate internally and use the most popular collaboration tools to collect feedback. The other options are not the best approach for establishing effective feedback channels, because they either do not facilitate two-way communication, or do not consider the needs and preferences of the staff.

For example, option B. Establish office hours where staff are encouraged to drop by without appointments and discuss any concerns they have, may not be convenient or practical for staff who work remotely or have different schedules. Option C. Initiate a project to select and implement a collaboration tool to facilitate two-way communication with staff, may take too long and may not match the expectations or requirements of the staff. Option D. Publish a printed weekly newsletter that clearly and consistently communicates change, may not be effective or efficient for collecting feedback, as it is a one-way communication channel that does not allow for immediate or interactive responses. References:

The 7 Guiding Principles of ITIL 4: Progress iteratively with feedback1 Guiding Principles of ITIL 4: Progress Iteratively with Feedback2 The customer journey and ITIL 43

NEW QUESTION # 70

Which describes the customer journey?

- A. The experience the service user gets from the service provider
- B. The actions that the service provider takes to attract new customers
- C. The actions that the user undertakes to be able to use the service
- **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 # 71

An organization is experiencing difficulties with the way it resolves incidents. The service desk staff are often unsure which teams to escalate an incident to. The incident is then passed between different teams until it reaches the correct team. Also, the service desk analyst does not always know the correct type of information and level of detail which will be required by the team that resolved the issue. The organization is considering moving away from a formally organized system of tiered support groups. Which is an alternative to this structure that would help to improve the situation?

- A. Data analytics
- B. Robotic process automation
- **C. Swarming**
- D. Continuous integration

Answer: C

NEW QUESTION # 72

A user wants to know how to create a report, so they come into contact with the service desk. Which practice is MOST LIKELY to help with the solution of this issue?

- A. Incident management
- B. Service level management
- C. Change enablement
- **D. Service request management**

Answer: D

Explanation:

The user is requesting information or guidance - specifically, how to create a report.

ITIL classifies this type of inquiry as a service request, because service requests include:

- * Requests for information
- * Requests for guidance
- * Requests for access
- * Requests for standard support activities

Service Request Management is the ITIL practice responsible for handling such user-initiated requests.

Option A: Incident management handles interruptions or degradations of service - not applicable here.

Option B: Service level management focuses on service performance agreements - not user questions.

Option D: Change enablement is about assessing and authorizing changes - unrelated to user guidance.

NEW QUESTION # 73

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