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ITIL 4 Managing Professional Transition certification exam is an important qualification for IT professionals looking to advance their careers in IT service management. It is a valuable addition to any IT professional's resume, demonstrating their knowledge and skills in the latest IT service management best practices.

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ITIL-4 Transition certification exam is an advanced-level certification that covers the core concepts of ITIL 4, including service management practices, value streams, and the four dimensions of service management. ITIL-4-Transition exam consists of 40 multiple-choice questions, and the candidate must score at least 28 out of 40 to pass the exam. ITIL-4-Transition exam duration is 90 minutes, and it can be taken online or at an authorized testing center.

ITIL ITIL-4-Transition (ITIL 4 Managing Professional Transition) Certification Exam is a highly sought-after certification exam for IT professionals who are looking to advance their knowledge and skills in IT service management. ITIL 4 Managing Professional Transition certification exam is designed to test the knowledge and abilities of professionals who have already obtained their ITIL v3 certification and are interested in upgrading to the ITIL 4 Managing Professional level. ITIL-4-Transition Exam covers a wide range of topics, including the four dimensions of service management, service value system, service value chain, and more.

ITIL 4 Managing Professional Transition Sample Questions (Q72-Q77):

NEW QUESTION # 72

When an organization has initiated an IT transformation project, which 'organizational change management' activity should it carry out FIRST?

- A. Create a clear picture of what is changing and why it is valuable
- B. Create corrective action plans for staff who are resistant to the change
- C. Develop a value stream map of the desired future changes
- D. Communicate areas of waste that can be eliminated

Answer: A

NEW QUESTION # 73

Which statement about the purpose of the Monitoring and Event Management practice is TRUE?

- **A. Systematically observe services and service components and record and report selected changes of state identified as events**
- B. Support the agreed quality of a service by handling pre-defined service requests
- C. Minimize the negative impact of incidents by restoring normal service operation as quickly as possible
- D. Maximize the number of successful changes by ensuring risks have been properly assessed

Answer: A

Explanation:

Comprehensive Explanation:

ITIL defines Monitoring and Event Management as:

The practice that systematically observes services and components, identifies changes of state, and records /reports them as events.

This description matches Option C exactly.

NEW QUESTION # 74

Which BEST describes the primary role of a governing body?

- **A. To establish and regularly review the effectiveness of risk management and internal controls**
- B. To develop and regularly review IT measures and metrics
- C. To annually review and approval of IT projects to maximize business value
- D. To establish and regularly review the goals cascade throughout the organization

Answer: A

NEW QUESTION # 75

An organization is designing a survey to assess the needs and expectations of its staff.

What is this an example of?

- A. Customer-orientation
- **B. Employee satisfaction management**
- C. CI/CD
- D. Integration and data sharing

Answer: B

Explanation:

Explanation

Employee satisfaction management is the process of measuring and improving how happy and engaged employees are with their work, their employer, and their organization. It involves conducting surveys, analyzing data, implementing strategies, and monitoring outcomes. Employee satisfaction management can help organizations improve productivity, retention, innovation, and customer satisfaction¹².

An organization that designs a survey to assess the needs and expectations of its staff is engaging in employee satisfaction management, as it is trying to understand what factors influence employee satisfaction and how to address them. A survey is a common and effective method of collecting feedback from employees, as it can provide quantitative and qualitative data on various aspects of employee satisfaction, such as work environment, compensation, recognition, development, and alignment³⁴.

The other options are not correct because they are not related to employee satisfaction management. CI/CD stands for continuous integration and continuous delivery, which are software development practices that aim to deliver high-quality software faster and more frequently⁵. Integration and data sharing are processes of connecting different systems and applications and exchanging information between them⁶. Customer-orientation is a business philosophy that focuses on meeting the needs and expectations of customers and creating value for them⁷. References:

1: How To Improve Employee Satisfaction (With 11 Strategies) | Indeed.com

- 2: The Five Fundamentals Of Employee Satisfaction - Forbes
- 3: The Key To Employee Satisfaction and How To Achieve It | Indeed.com
- 4: How To Measure Employee Satisfaction | Indeed.com
- 5: ITIL 4 Managing Professional: Transition Module | Axelos
- 6: ITIL 4 Managing Professional Transition Course Online - Simplilearn
- 7: ITIL 4 MP Transition: a transformed framework | Axelos

NEW QUESTION # 76

An organization wants to introduce a new service. There are many teams that will contribute to the design, development and transition of the service. Which approach should the organization follow when creating a value stream for this new service?

- A. Create separate value streams for practices, people, tools and suppliers, to ensure that 'four dimensions' are considered equally
- B. Create separate value streams for every project phase, to ensure that each milestone is achieved in a Agile manner
- C. Create one value stream for each team, to allow the teams to focus on their different objectives
- **D. Create one value stream for the entire project, to enable an end-to-end, holistic vision of the service**

Answer: D

Explanation:

The organization should follow the approach of creating one value stream for the entire project, to enable an end-to-end, holistic vision of the service. A value stream is a series of steps that an organization undertakes to create and deliver products and services to consumers. A value stream should cover the whole service value chain, from the demand to the value delivery. Creating one value stream for the entire project helps to ensure that the service is aligned with the customer needs, expectations, and outcomes, and that the value is co- created by the provider and the consumer. Creating one value stream also helps to identify the value, waste, and opportunities for improvement in each step, and to optimize the service delivery process. The other options are not correct, as they would result in fragmented, incomplete, or inconsistent value streams.

Creating separate value streams for practices, people, tools and suppliers would not consider the 'four dimensions' equally, but rather isolate them from each other. Creating separate value streams for every project phase would not ensure that each milestone is achieved in an Agile manner, but rather create gaps and delays between the phases. Creating one value stream for each team would not allow the teams to focus on their different objectives, but rather create silos and conflicts among the teams. References:

- * ITIL 4 & swarming - finding the right people & process | Axelos1
- * Swarming vs Tiered Support Models Explained - BMC Software2
- * What ITSM Practitioners Need to Know About Value Stream Mapping3
- * ITIL 4 Value Streams: do the right things for customer | Axelos4

NEW QUESTION # 77

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