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ITIL 4 Managing Professional Transition Sample Questions (Q27-Q32):

NEW QUESTION # 27

Which statement is CORRECT when considering a transformation to high velocity IT?

- A. All organizations benefit from high velocity
- B. Customer-facing systems should be excluded from the change
- C. High-velocity IT should be applied throughout the organization
- D. **High performance is usually part of the change**

Answer: D

NEW QUESTION # 28

Which statement is CORRECT when considering a transformation to high velocity IT?

- A. All organizations benefit from high velocity
- B. Customer-facing systems should be excluded from the change
- C. High-velocity IT should be applied throughout the organization
- D. **High performance is usually part of the change**

Answer: D

Explanation:

Explanation

A transformation to high velocity IT is a change that involves adopting digital operating models and practices that enable organizations to deliver products and services faster, better, and cheaper. High velocity IT is not suitable for all organizations or all parts of an organization, as it depends on the context, culture, and objectives of each situation. Therefore, statements A and C are incorrect. High velocity IT is especially relevant for customer-facing systems, as they need to meet the changing needs and expectations of customers in a competitive and dynamic environment. Therefore, statement D is also incorrect. High performance is usually part of the change, as high velocity IT aims to improve the quality, value, and outcomes of the products and services delivered, as well as the efficiency, effectiveness, and agility of the processes and practices involved. Therefore, statement B is correct. References:

ITIL 4 Specialist: High-velocity IT | Axelos

ITIL 4 High-velocity IT: the digital enterprise | Axelos

ITIL 4 High Velocity IT (HVIT) Book - EVERYONE - Skillsoft

ITIL 4 Specialist: High Velocity IT - Good e-Learning

NEW QUESTION # 29

What do design thinking and service-dominant logic have in common?

- **A. Both involve collaborating with customers to ensure their needs are met**
- B. Both focus solely on the needs and problems of the consumers
- C. Both focus on product functionality and on building new features
- D. Both require clearly defined requirements and acceptance criteria

Answer: A

Explanation:

Design thinking and service-dominant logic have in common that both involve collaborating with customers to ensure their needs are met. Design thinking is a human-centered approach to problem solving that emphasizes empathy, creativity, and experimentation. Service-dominant logic is a framework for understanding value creation, which focuses on the exchange of services between two or more entities. Both concepts share the following principles:

* Value is co-created by the provider and the customer in the context of use. The provider does not deliver value, but rather offers value propositions that the customer can accept or reject. The customer is an active participant in the value creation process, not a passive recipient of goods or services.

* The customer is the ultimate judge of value. The provider cannot determine the value of the offering in advance, but rather has to understand the customer's needs, preferences, and expectations. The provider has to engage with the customer in an ongoing dialogue and feedback loop to ensure that the offering meets or exceeds the customer's expectations.

* The offering is a holistic solution that integrates goods, services, and experiences. The provider does not differentiate between tangible and intangible products, but rather offers a complete solution that addresses the customer's problem or opportunity. The provider has to design the offering in a way that delivers a positive customer experience and enhances the customer's well-being. References:

* Exploring Overlaps and Differences in Service Dominant Logic and Design Thinking

* Service-Dominant Logic: Key Principles and History

* Service-Dominant Logic and How It Reframes Our Business Operations

* The New Paradigm: H2H Marketing

NEW QUESTION # 30

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. Service request management**

- B. Incident management
- C. Change enablement
- D. Service level management

Answer: A

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 # 31

Which describes the value driven approach to service design?

- A. The practice of analyzing a business, defining its needs, and recommending solutions that create value for stakeholders
- **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. A process improvement philosophy that prioritizes flow efficiency over resource efficiency

Answer: B

Explanation:

Explanation

The value driven approach to service design is one of the seven guiding principles of ITIL 4, which are part of the ITIL 4 service value system (SVS). The SVS provides a flexible and adaptable approach to address service management challenges and utilize opportunities. It supports organizations in delivering value to their stakeholders in the form of goods, services, or other results¹. The value driven approach to service design is based on the principle of focus on value, which states that everything an organization does should link back, directly or indirectly, to value for stakeholders². This principle implies that service design should not be driven by technology, processes, or resources, but by the outcomes and benefits that customers and users expect from the service. To achieve this, service design should adopt an iterative approach based on frequent feedback, continual experimentation, and learning to ensure value co-creation. This means that service design should not be a one-time activity, but a continuous cycle of improvement that involves testing, measuring, and validating assumptions and hypotheses about what customers and users value, and how the service can deliver it³. This approach also enables service design to respond to changing customer needs and expectations, as well as to emerging opportunities and threats in the market. By focusing on value, service design can ensure that the service is fit for purpose and use, and that it contributes to the organization's overall goals and objectives.

References:

ITIL 4 Managing Professional Transition Module, page 16

ITIL Service Design: Principles, Process and Its Importance, section 3.2.3 The ITIL 4 Service Value System Explained, paragraph 1 ITIL Service Value System (SVS), paragraph 1

NEW QUESTION # 32

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