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ITIL 4 Managing Professional Transition certification exam consists of 40 multiple-choice questions, and candidates are given 90 minutes to complete the exam. ITIL-4-Transition Exam is based on the ITIL 4 framework and covers topics such as service management practices, service value system, service management technologies, and service management best practices. Candidates must obtain a minimum score of 28 out of 40 to pass the exam.

ITIL 4 Managing Professional Transition Sample Questions (Q13-Q18):

NEW QUESTION # 13
What is the difference between the incident management and service desk practices?

- A. Incident management resolves complex issues; service desk resolves simpler issues
- B. Incident management manages interruptions to services; service desk monitors achieved service quality
- C. Incident management resolves issues; service desk investigates the underlying causes of issues
- D. Incident management restores service operation; service desk provides communication with users

Answer: D

Explanation:
Comprehensive Explanation:
The practices have different purposes:
Incident Management:
Focuses on restoring normal service operation as quickly as possible after interruptions.
Service Desk:
Acts as the single point of contact for users, ensuring communication, updates, and support.
Option A correctly captures these distinct roles:
* Incident management = restoration
* Service desk = communication interface

NEW QUESTION # 14
Which concept is PRIMARILY concerned with multiple teams moving to a cross-functional way of working?

- A. Employee satisfaction measurement
- B. The value of positive communications
- C. Working to a customer oriented mindset
- D. Organizational structure

Answer: D

NEW QUESTION # 15
Which is an example of a digital organization?

- A. An organization which uses IT to improve its 'service desk' practice
- B. An organization which uses IT to change its strategic direction
- C. An organization which uses IT to support its operational processes
- D. An organization which has undergone an IT transformation

Answer: B

NEW QUESTION # 16
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 one value stream for each team, to allow the teams to focus on their different objectives
- B. Create separate value streams for practices, people, tools and suppliers, to ensure that 'four dimensions' are considered equally
- C. Create one value stream for the entire project, to enable and end-to-end, holistic vision of the service
- D. Create separate value streams for every project phase, to ensure that each milestone is achieved in a Agile manner

Answer: C

Explanation:
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 # 17

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

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

Answer: C

Explanation:
The correct answer is A because creating a clear picture of what is changing and why it is valuable is the first step in organizational change management. Organizational change management is the practice of ensuring that changes are effectively and smoothly implemented, and that the lasting benefits of change are achieved.
Creating a clear picture of the change involves defining the vision, scope, objectives, and benefits of the change, and communicating them to the stakeholders. This helps to create a sense of urgency, alignment, and commitment for the change, and to overcome resistance and ambiguity.
The other options are not correct because they are not the first activity in organizational change management.
Developing a value stream map of the desired future changes (option B) is a useful technique to identify and optimize the flow of value, but it is not the first activity. It requires a clear understanding of the change and its value proposition, which is established in option A. Creating corrective action plans for staff who are resistant to the change (option C) is a reactive and punitive approach to change management, which can create more resentment and distrust. It is not the first activity, nor the best practice, in organizational change management.
Communicating areas of waste that can be eliminated (option D) is a part of the lean approach to service management, which aims to optimize value by reducing waste and inefficiencies. However, it is not the first activity in organizational change management, as it does not address the vision, scope, objectives, and benefits of the change, which are essential for creating a clear picture of the change.
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ITIL 4 Managing Professional Transition Module Sample Paper - English, Question 3, Page 5 ITIL 4 Managing Professional: Transition Module | Axelos, Section "What is the ITIL 4 Managing Professional Transition Module?", Paragraph 3 ITIL 4 Managing Professional Transition Course Online - Simplilearn, Section "Course Overview", Paragraph 2

NEW QUESTION # 18

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