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ITIL 4 Managing Professional Transition certification exam is divided into two parts, each with 40 multiple-choice questions. The first part covers the ITIL 4 Foundation content, which includes the Service Value System and its components, the Four Dimensions

of Service Management, and the key concepts of ITIL 4. The second part covers the content of the ITIL 4 Managing Professional modules, which includes four modules: Create, Deliver and Support; Drive Stakeholder Value; High Velocity IT; and Direct, Plan and Improve. ITIL 4 Managing Professional Transition certification exam is ideal for IT professionals who have already achieved the ITIL v3 Expert certification and want to stay up-to-date with the latest ITIL framework.

ITIL 4 Managing Professional Transition Sample Questions (Q52-Q57):

NEW QUESTION # 52

A service provider is planning a major change to its services and the way it delivers them. The project will include many changes to the working practices of staff. The service provider expects resistance to these changes and would like to manage communication in a sensitive way. Which is the MOST appropriate approach?

- A. Use a mix of communication methods and ensure that any feedback received is shared openly on a public forum to promote visibility
- B. Use instant messaging for both communicating and receiving feedback to ensure a quick response for all affected staff.
- C. Use a mix of communication methods and ensure that a feedback mechanism is included that allows anonymity to be retained if desired
- D. Send an email to the affected staff and ensure that as much detail as possible is included to promote transparency

Answer: C

Explanation:

Explanation

The most appropriate approach for the service provider is to use a mix of communication methods and ensure that a feedback mechanism is included that allows anonymity to be retained if desired. This is because the service provider expects resistance to the changes and would like to manage communication in a sensitive way. By using a mix of communication methods, the service provider can reach a wider audience and cater to different preferences and needs of the staff. By ensuring that a feedback mechanism is included, the service provider can collect valuable input from the staff and address any concerns or issues that may arise. By allowing anonymity to be retained if desired, the service provider can encourage honest and candid feedback from the staff and avoid any fear of retaliation or negative consequences. This approach is aligned with the ITIL guiding principles of collaborate and promote visibility, keep it simple and practical, and optimize and automate¹². It also follows the ITIL best practices for effective communication, such as communication is a two-way process, timing and frequency matter, and there is no single method of communication that works for everyone³⁴. References:

The 7 Guiding Principles of ITIL 4 - IFS Blog¹

The 7 Guiding Principles of ITIL 4: Practical Advice to Help You Make Decisions² Using ITIL's concepts: 5 principles of good communication³ Importance of IT Communications in ITIL Implementation - Invensis Learning⁴

NEW QUESTION # 53

A legacy financial system requires the user to manually enter the time and date of the transaction to meet regulatory requirements. A recent internal audit has shown that these fields are often blank.

Which are effective controls that could improve compliance?

1. Modify the application to automatically add the current time and date when transaction is entered
2. Establish a communication plan to remind users of the importance of time and date on transactions
3. Develop a goals cascade so all staff know their role in achieving company goals
4. Create a report showing non-compliant records and take action to correct

- A. 1 and 2
- B. 2 and 3
- C. 3 and 4
- D. 1 and 4

Answer: D

Explanation:

According to ITIL 4, an effective control environment is one that ensures that the organization's objectives are achieved in a reliable and compliant manner¹. Effective controls are the mechanisms that prevent, detect, or correct errors, fraud, or non-compliance in the organization's processes and activities². Some of the characteristics of effective controls are that they are aligned with the organization's goals, policies, and standards, they are proportionate to the level of risk, they are consistent and transparent, they are regularly monitored and reviewed, and they are responsive to changes and improvements³.

In the scenario given, the legacy financial system requires the user to manually enter the time and date of the transaction to meet

regulatory requirements, but these fields are often blank. This indicates a lack of compliance and accuracy in the financial reporting process, which could expose the organization to legal, financial, or reputational risks. Therefore, some effective controls that could improve compliance are:

* Modify the application to automatically add the current time and date when transaction is entered. This is a preventive control that reduces the risk of human error or omission by ensuring that the required information is always captured and recorded in the system. This control also enhances the efficiency and reliability of the process by eliminating the need for manual input.

* Create a report showing non-compliant records and take action to correct. This is a detective and corrective control that identifies and resolves any instances of non-compliance or inaccuracy in the financial records. This control also provides feedback and evidence for the performance and effectiveness of the process and the controls.

The other options are not effective controls for improving compliance in this scenario because they do not directly address the root cause of the problem or provide a specific solution. Establishing a communication plan to remind users of the importance of time and date on transactions is a good practice, but it does not guarantee that the users will follow the instructions or comply with the requirements. Developing a goals cascade so all staff know their role in achieving company goals is a strategic activity, but it does not specify how the financial reporting process or the legacy system will be improved or controlled. Therefore, the best answer is D. 1 and 4. References:

* 1: ITIL 4 Managing Professional: Transition Module | Axelos

* 2: ITIL 4 Managing Professional Transition Course Online - Simplilearn

* 3: ITIL 4 MP Transition: a transformed framework | Axelos

* 4: Internal Controls for Better Compliance | Reducing Risk

* 5: Internal Controls: The Definitive Guide for Risk and Compliance Professionals - RiskOptics

* 6: How to Establish an Effective Control Environment

NEW QUESTION # 54

A service provider is planning a major change to its services and the way it delivers them. The project will include many changes to the working practices of staff. The service provider expects resistance to these changes and would like to manage communication in a sensitive way. Which is the MOST appropriate approach?

- A. Use a mix of communication methods and ensure that any feedback received is shared openly on a public forum to promote visibility
- B. Use instant messaging for both communicating and receiving feedback to ensure a quick response for all affected staff.
- C. Use a mix of communication methods and ensure that a feedback mechanism is included that allows anonymity to be retained if desired
- D. Send an email to the affected staff and ensure that as much detail as possible is included to promote transparency

Answer: C

Explanation:

The most appropriate approach for the service provider is to use a mix of communication methods and ensure that a feedback mechanism is included that allows anonymity to be retained if desired. This is because the service provider expects resistance to the changes and would like to manage communication in a sensitive way. By using a mix of communication methods, the service provider can reach a wider audience and cater to different preferences and needs of the staff. By ensuring that a feedback mechanism is included, the service provider can collect valuable input from the staff and address any concerns or issues that may arise. By allowing anonymity to be retained if desired, the service provider can encourage honest and candid feedback from the staff and avoid any fear of retaliation or negative consequences. This approach is aligned with the ITIL guiding principles of collaborate and promote visibility, keep it simple and practical, and optimize and automate¹². It also follows the ITIL best practices for effective communication, such as communication is a two-way process, timing and frequency matter, and there is no single method of communication that works for everyone³⁴. References:

* The 7 Guiding Principles of ITIL 4 - IFS Blog¹

* The 7 Guiding Principles of ITIL 4: Practical Advice to Help You Make Decisions²

* Using ITIL's concepts: 5 principles of good communication³

* Importance of IT Communications in ITIL Implementation - Invensis Learning⁴

NEW QUESTION # 55

Which statement about user communities is CORRECT?

- A. User communities are created by service providers to investigate the cause of problems
- B. Communities set up by users may be recognized and supported by service providers
- C. Informal user communities should be disbanded and merged into official groups

- D. Every user community should have at least one super-user

Answer: B

Explanation:

User communities are groups of people who share a common interest or need related to a service or product.

They can be formal or informal, online or offline, and may be initiated by service providers or users themselves. User communities can provide valuable feedback, insights, and support for service providers, as well as enhance the user experience and satisfaction.

Therefore, service providers may recognize and support user communities that are set up by users, as long as they respect their autonomy and do not interfere with their activities. User communities are not created by service providers to investigate the cause of problems (option A), nor should they be disbanded or merged into official groups (option C). User communities may or may not have super-users, who are users with advanced skills or knowledge who can help other users, but this is not a requirement for every user community (option D). References: ITIL 4 Foundation, page 77; ITIL 4 Specialist: Drive Stakeholder Value, page 33.

NEW QUESTION # 56

From the perspective of a service provider how does the digital product lifecycle start?

- A. With the onboarding of customers
- B. With the co-creation of value
- **C. With the exploration of market opportunities**
- D. With the offboarding of customers

Answer: C

Explanation:

Explanation

According to ITIL 4, the digital product lifecycle is a model that describes how digital products are created, delivered, and operated. The digital product lifecycle starts with the exploration of market opportunities, where the service provider identifies the needs and expectations of potential customers and stakeholders, and evaluates the feasibility and viability of creating a digital product that can meet those needs and expectations.

The exploration phase involves activities such as market research, customer segmentation, value proposition design, prototyping, and testing. The exploration phase aims to validate the problem-solution fit and the product-market fit of the digital product idea, and to generate feedback and insights that can inform the subsequent phases of the digital product lifecycle. References:

Digital product lifecycle: more speed, less chaos | Axelos

ITIL 4 High-velocity IT (HVIT) - Your companion to the ITIL 4 Managing Professional HVIT certification

NEW QUESTION # 57

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ITIL-4-Transition Valid Exam Question: <https://www.actualtestsit.com/ITIL/ITIL-4-Transition-exam-prep-dumps.html>

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