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ITIL 4 Managing Professional Transition exam consists of 40 multiple-choice questions, and the candidate will have 90 minutes to complete the exam. ITIL-4-Transition exam covers four modules, including ITIL 4 Foundation, Create, Deliver and Support, Drive

Stakeholder Value, and High-Velocity IT. ITIL-4-Transition Exam is designed to evaluate the candidate's knowledge of the key concepts and principles of ITIL 4, as well as their ability to apply these principles in real-world scenarios.

ITIL 4 Managing Professional Transition Sample Questions (Q82-Q87):

NEW QUESTION # 82

Which is an example of results-based measurement and reporting?

- A. Measuring and reporting the number of hours worked by service desk employees
- B. Measuring and reporting the cost of providing a service to customers and users
- C. **Measuring and reporting the customer satisfaction with closed incidents**
- D. Measuring and reporting the number of supplier-related interruptions to a service

Answer: C

Explanation:

Results-based measurement and reporting is a method of measuring and reporting the outcomes and value delivered by products and services, rather than the activities and outputs involved in their creation and delivery¹². Results-based measurement and reporting focuses on the achievement of objectives and the satisfaction of stakeholders, rather than the consumption of resources and the completion of tasks¹².

An example of results-based measurement and reporting is measuring and reporting the customer satisfaction with closed incidents. This is because customer satisfaction is an indicator of the value and quality of the incident management practice and the service provided to the customers. Customer satisfaction reflects the extent to which the customers' expectations and needs have been met by the resolution of the incidents. Customer satisfaction can also influence the customer loyalty, retention, and advocacy for the service provider³⁴.

The other options are not examples of results-based measurement and reporting, because they measure and report the inputs and outputs of the service delivery, rather than the outcomes and value. Measuring and reporting the number of hours worked by service desk employees, the number of supplier-related interruptions to a service, and the cost of providing a service to customers and users are all examples of activity-based or output-based measurement and reporting. These metrics do not indicate the effectiveness or efficiency of the service delivery, nor the satisfaction or value perceived by the customers and users¹².

1: ITIL 4 Create, Deliver and Support, AXELOS, 2019, p. 29-30 2: Measurement and reporting management: ITIL 4 Practice Guide, AXELOS, 2020, p. 5-6 3: ITIL 4 Direct, Plan and Improve, AXELOS, 2019, p. 97-98 4: Reporting on value in service management, AXELOS, 2021, 3

NEW QUESTION # 83

Which practice conducts reviews to validate that services are covering the needs of the customers?

- A. Change enablement
- B. Service desk
- C. **Service level management**
- D. Monitoring and event management

Answer: C

Explanation:

Comprehensive Explanation:

Service level management is responsible for:

- * Ensuring services meet agreed service levels
- * Conducting service reviews with customers
- * Verifying that services continue to meet customer needs

Therefore, Option B is correct.

NEW QUESTION # 84

In which TWO situations should be ITIL guiding principles be considered?

1. In every initiative
2. In all relationships with stakeholders
3. Only specific initiatives where the principle is relevant
4. Only specific stakeholder relationships where the principle is relevant

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

Answer: D

Explanation:

Explanation

An 'outside in' approach is one that focuses on the customer perspective and value, rather than the internal processes and governance of the IT organization. According to ITIL 4, this approach helps to co-create value with customers and users, and align the IT services with the business strategy and outcomes. Therefore, conducting customer and user satisfaction surveys to gather feedback on how customers and users perceive the support of IT services is an example of an 'outside in' approach, as it helps to understand the customer needs, expectations, and experiences. The other options are examples of an 'inside out' approach, as they focus on the internal aspects of the IT organization, such as the suppliers, the technical teams, and the software tools, rather than the customer value and outcomes. References:

ITIL and Value: Co-Creating Value in Organisations with ITIL 4

Using ITIL to move to a service culture2

ITIL 4 Managing Professional Transition Module

ITIL 4 Managing Professional Transition Module - Courseware

NEW QUESTION # 85

Which is the MOST LIKELY way of resolving major incidents?

- A. Users establishing a resolution using self-help
- B. The service desk identifying the cause and a resolution
- C. A temporary team working together to identify a resolution
- D. A support team following detailed procedures for investigating the incident

Answer: C

Explanation:

Comprehensive Explanation:

Major incidents typically require:

- * Urgent coordinated effort
- * Involvement of multiple teams or specialists
- * Focused collaboration
- * Rapid restoration of service

ITIL describes forming a temporary major incident team as the standard response.

Options A and B are too simple; option D is procedural but not sufficient for major incidents.

NEW QUESTION # 86

A software development team is intending to develop many new applications and services. They will need contributions from various practices to achieve this. How should these activities be combined?

- A. Practices should operate as suppliers to each other, using guidance from the 'supplier management' practice
- B. Each practice should define the outputs it will produce and the required inputs it needs to succeed
- C. A value stream should be designed to include activities from all practices that are needed
- D. The software development manager should define requirements for all practices and ensure that they contribute to the overall service

Answer: C

Explanation:

Explanation

A value stream is a way of describing how an organization responds to specific types of demand and opportunity, by combining and integrating various activities from different practices. A value stream is based on the service value chain, which is a flexible operating model that outlines the key activities required to facilitate value creation through the delivery and management of products and services. The service value chain consists of six activities: plan, improve, engage, design and transition, obtain/build, and deliver and

support. Each activity can be supported by one or more practices, which are sets of organizational resources and capabilities that help perform work or accomplish an objective. By designing a value stream that includes activities from all practices that are needed, the software development team can ensure that they are creating value for their customers and users, as well as capturing value for themselves and other stakeholders. A value stream also helps to optimize the use of resources, eliminate waste, and improve efficiency and effectiveness.

References:

ITIL 4 Foundation: ITIL 4 Edition, section 4.2.1

ITIL 4 Value System: Chain and Stream Differences | SysAid, section "Value Streams"

NEW QUESTION # 87

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