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ITIL 4 Managing Professional Transition Certification Exam is a highly sought-after credential for IT professionals seeking to enhance their knowledge, skills, and abilities in IT service management. The ITIL 4 framework is the latest iteration of the Information Technology Infrastructure Library (ITIL) and is designed to help organizations meet the ever-changing needs of the digital age.

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ITIL 4 Managing Professional Transition exam is a closed-book exam that consists of 40 multiple-choice questions. ITIL-4-Transition Exam Duration is 90 minutes, and the pass mark is 70%. ITIL-4-Transition exam is designed to test the IT professional's knowledge of the ITIL 4 framework, and their ability to apply the ITIL principles to real-world situations. ITIL 4 Managing Professional Transition certification is valid for life, and there is no need for recertification.

ITIL 4 Managing Professional Transition Sample Questions (Q49-Q54):

NEW QUESTION # 49

Which is a method for value-driven, data-driven and user-centered service design?

- A. Design thinking
- B. Stakeholder analysis
- C. Balanced scorecard

- D. The MoSCoW method

Answer: A

NEW QUESTION # 50

What is MOST LIKELY to be handled as a service request?

- A. The implementation of a workaround
- B. An emergency change to apply a security patch
- **C. Providing a virtual server for a development team**
- D. Managing an interruption to a service

Answer: C

Explanation:

Comprehensive Explanation:

Service requests are:

- * Requests for something to be provided
- * Typically standard, pre-approved, low-risk
- * Examples include software installation, access requests, equipment provisioning

"Providing a virtual server for a development team" is a provisioning request - a type of standard service request, provided it follows an established request model.

Option A = incident.

Option B = change.

Option C = part of problem/error control.

Thus, Option D is correct.

NEW QUESTION # 51

Which BEST describes the primary role of a governing body?

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

Answer: A

Explanation:

According to ITIL 4, the primary role of a governing body is to evaluate, direct, and monitor the organization's activities, including its service management. One of the key activities of the governing body is to establish and regularly review the goals cascade throughout the organization, which is a mechanism to align the objectives and activities of different levels of the organization with the overall vision and mission. The goals cascade helps to ensure that the organization is delivering value to its stakeholders and customers, and that the service management practices are aligned with the strategic direction and governance framework. Therefore, the best answer is A. To establish and regularly review the goals cascade throughout the organization. The other options are not the primary role of a governing body, but rather some of the possible activities or responsibilities that the governing body may delegate or oversee. For example, option B. To develop and regularly review IT measures and metrics, may be part of the monitoring activity of the governing body, but it is not the main purpose of its role. Option C. To annually review and approval of IT projects to maximize business value, may be part of the directing activity of the governing body, but it is not the only or the most frequent task that it performs. Option D. To establish and regularly review the effectiveness of risk management and internal controls, may be part of the evaluating activity of the governing body, but it is not the core function of its role. References:

* Chapter 9: The SVS: Governance - ITIL 4 Essentials: Your essential ...1

* Building governance, risk and compliance with ITIL 4 | Axelos2

* Roles and Responsibilities in ITIL and ITSM | ITIL 4 Role Types3

NEW QUESTION # 52

The CIO of a large multi-national organization has noticed that the whole IT department are performing poorly. The CIO is committed to changing the behaviour patterns of their staff to improve performance across the whole IT department.

Which of the following will BEST help to improve staff behaviour?

- A. Implementing CI/CD tools to deploy software quickly
- B. Comparing the cost of delay between work items to ensure that financially valuable work is prioritized
- **C. Running safe to fail experiments that provide learning opportunities**
- D. Adopting Kanban boards to visualise the flow of work across software development teams

Answer: C

NEW QUESTION # 53

A service support agents adjusts support actions following a call from a frustrated user. Which concept describes this behavior?

- **A. Customer orientation**
- B. Team Culture
- C. Employee satisfaction management
- D. Positive communication

Answer: A

Explanation:

Customer orientation is an approach to business that focuses on assisting customers in achieving their goals, as opposed to adopting a sales oriented methodology¹². It involves understanding the needs, expectations, and preferences of the customers and delivering value that meets or exceeds them. Customer orientation also implies adapting to the feedback and behavior of the customers and tailoring the service accordingly.

Therefore, when a service support agent adjusts support actions following a call from a frustrated user, they are demonstrating customer orientation, as they are trying to resolve the user's issue in a way that suits their emotional state and satisfaction level.

Customer orientation is one of the key concepts in ITIL 4, as it helps to create value co-creation and drive stakeholder value³⁴. It is also aligned with the ITIL guiding principles of focus on value, collaborate and promote visibility, and keep it simple and practical³⁴.

References:

- * The customer journey and ITIL 4 | Axelos3
- * Holistic IT - a non-siloed approach with ITIL 4 | Axelos4
- * Customer Orientation: What it Is and How to Implement It [+Examples]¹¹
- * Mastering Customer Orientation: Definition, Importance and Strategies²

NEW QUESTION # 54

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