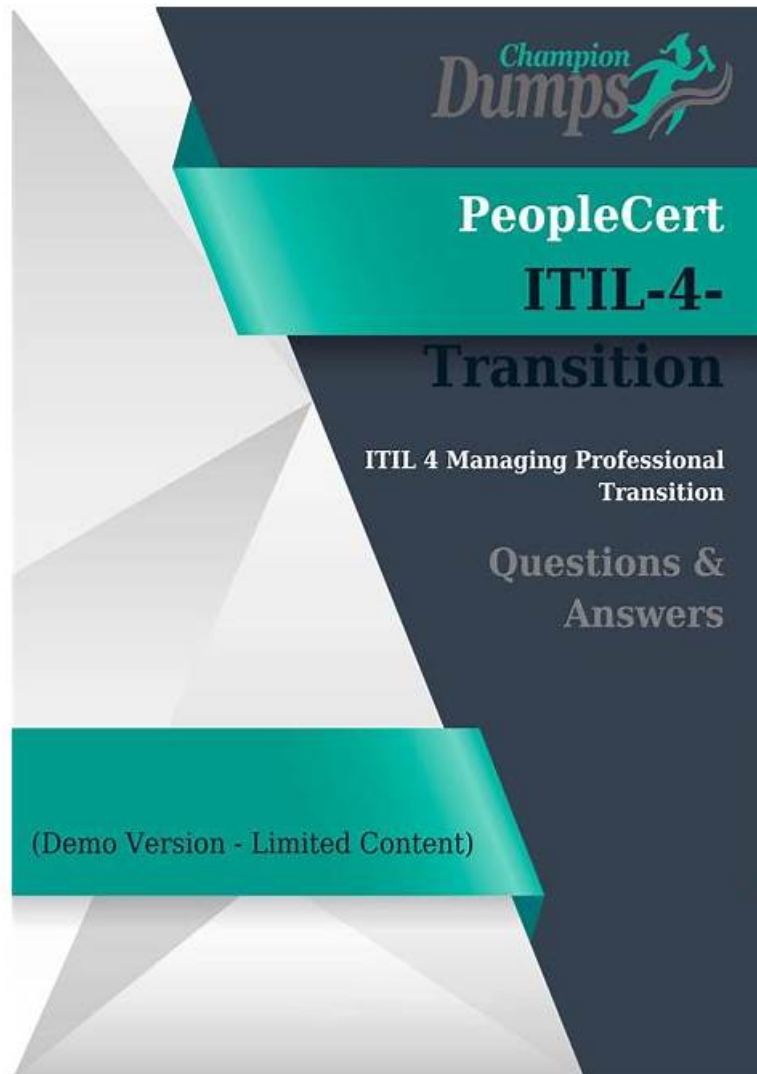# Pass Guaranteed Quiz Perfect ITIL - ITIL-4-Transition Complete Exam Dumps

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ITIL 4 Managing Professional Transition Certification Exam is divided into four modules, each focusing on a specific area of IT service management. The modules include ITIL 4 Specialist Create, Deliver and Support, ITIL 4 Specialist Drive Stakeholder Value, ITIL 4 Specialist High-Velocity IT, and ITIL 4 Strategist Direct, Plan and Improve. These modules cover a wide range of topics such as service design, service operations, service transition, continuous improvement, and more.

ITIL 4 Managing Professional Transition Sample Questions (Q23-Q28):

NEW QUESTION # 23
A large service provider with many staff has built a relationship with a customer and agreed a 10-year contract. Both organizations have shared information freely and responded to requests.
Which is MOST LIKELY to be a threat to maintaining the relationship?

- A. Failing to explain service provider actions that impact the customer
- B. Scheduling interactions between customer and service provider
- C. Failing to deal with communication in a timely fashion
- D. Changes in service provider and customer staff

Answer: A

Explanation:
Explanation
The correct answer is C because failing to explain service provider actions that impact the customer can erode the trust and transparency that are essential for maintaining a long-term relationship. If the service provider does not communicate the reasons and consequences of their actions, the customer may feel ignored, misled, or dissatisfied. This can lead to conflicts, complaints, or even termination of the contract.
The other options are not as likely to be a threat to the relationship as option C. Scheduling interactions between customer and service provider (option A) can help to ensure regular communication and feedback, which can enhance the relationship. Changes in service provider and customer staff (option B) can be managed by ensuring a smooth handover and orientation process, which can also provide opportunities for building rapport and understanding. Failing to deal with communication in a timely fashion (option D) can cause delays and frustration, but it can be resolved by improving the communication channels and protocols, and by apologizing and explaining the reasons for the delay.
References:
ITIL 4 Managing Professional Transition Module Sample Paper - English, Question 1, 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 # 24
What do design thinking and service-dominant logic have in common?

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

Answer: B

Explanation:
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 # 25

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 issue7

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

Answer: C

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 # 26

Which describes the value driven approach to service design?

- A. An iterative approach based on frequent feedback, continual experimentation, and learning to ensure value co-creation
- B. Designing just enough features to satisfy early customers, and providing feedback for future development
- C. A process improvement philosophy that prioritizes flow efficiency over resource efficiency
- D. The practice of analyzing a business, defining its needs, and recommending solutions that create value for stakeholders

Answer: D

NEW QUESTION # 27

An organization is experiencing difficulties with the way it resolves incidents. The service desk staff are often unsure which teams to escalate an incident to. The incident is then passed between different teams until it reaches the correct team. Also, the service desk analyst does not always know the correct type of information and level of detail which will be required by the team that resolved the issue. The organization is considering moving away from a formally organized system of tiered support groups. Which is an alternative to this structure that would help to improve the situation?

- A. Continuous integration
- B. Robotic process automation
- C. Data analytics
- D. Swarming

Answer: D

Explanation:

Explanation

Swarming is an alternative to the tiered support structure that would help to improve the situation. Swarming is a workflow management method that features in ITIL 4 Specialist: Create, Deliver and Support. It is designed for organizations that support complex systems or services. Swarming involves stakeholders working together to resolve the issue, rather than escalating it through different levels of support. Swarming can be used to identify the responsible group for the next action, or a swarm might be responsible for resolution.

Swarming is a technique to more effectively resolve complicated and complex issues, which typically require more than one person or group to complete an activity effectively. Swarming can also help to disseminate knowledge and experience among the support staff, and reduce the queues and delays caused by the escalation process. The other options are not relevant to the situation. Data analytics is the process of analyzing data to generate insights and support decision making. Robotic process automation is the use of software robots to automate repetitive and rule-based tasks. Continuous integration is a software development practice that involves merging code changes frequently and testing them automatically. References:

ITIL 4 & swarming - finding the right people & process | Axelos1
Swarming vs Tiered Support Models Explained - BMC Software2

NEW QUESTION # 28

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