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ITIL 4 Managing Professional Transition Exam is a comprehensive exam that covers a range of topics, including the ITIL service value system, service value chain, service management practices, and the key concepts of ITIL 4. ITIL-4-Transition Exam is designed to test the knowledge and skills of IT professionals and help them acquire the necessary skills to manage IT services effectively.

ITIL 4 framework is the latest iteration of the Information Technology Infrastructure Library (ITIL), which provides a comprehensive set of best practices for IT service management. The new framework builds on the strengths of the previous version, while also incorporating new approaches and technologies that have emerged in the industry. The ITIL 4 Managing Professional Transition Exam is a key step in the transition to the new framework and ensures that IT professionals have the necessary knowledge and skills to effectively manage IT services in the modern digital age.

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ITIL, or Information Technology Infrastructure Library, is a framework for IT service management that provides best practices for delivering efficient and effective IT services. ITIL helps organizations align their IT services with their business needs and improve overall customer satisfaction. The latest version of ITIL, ITIL 4, was released in 2019 and includes updated guidance for modern IT service management.

ITIL 4 Managing Professional Transition Sample Questions (Q26-Q31):

NEW QUESTION # 26

Which describes the value driven approach to service design?

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

Answer: D

Explanation:

Explanation

The value driven approach to service design is one of the seven guiding principles of ITIL 4, which are part of the ITIL 4 service value system (SVS). The SVS provides a flexible and adaptable approach to address service management challenges and utilize opportunities. It supports organizations in delivering value to their stakeholders in the form of goods, services, or other results¹. The value driven approach to service design is based on the principle of focus on value, which states that everything an organization does should link back, directly or indirectly, to value for stakeholders². This principle implies that service design should not be driven by technology, processes, or resources, but by the outcomes and benefits that customers and users expect from the service. To achieve this, service design should adopt an iterative approach based on frequent feedback, continual experimentation, and learning to ensure value co-creation. This means that service design should not be a one-time activity, but a continuous cycle of improvement that involves testing, measuring, and validating assumptions and hypotheses about what customers and users value, and how the service can deliver it³. This approach also enables service design to respond to changing customer needs and expectations, as well as to emerging opportunities and threats in the market. By focusing on value, service design can ensure that the service is fit for purpose and use, and that it contributes to the organization's overall goals and objectives.

References:

ITIL 4 Managing Professional Transition Module, page 16

ITIL Service Design: Principles, Process and Its Importance, section 3.2.3 The ITIL 4 Service Value System Explained, paragraph 1
ITIL Service Value System (SVS), paragraph 1

NEW QUESTION # 27

A web hosting provider has decided to apply more of a 'shift left' approach to service support. The provider knows that users like video tutorials as well as communicating via instant messaging and social networks.

What should the service provider use to expand how users access support and improve the user experience?

- A. Service level management
- B. Service interaction method
- C. Benefits dependency network
- **D. Omnichannel management**

Answer: D

Explanation:

Omnichannel management is the practice of providing a consistent and integrated user experience across multiple channels of communication, such as phone, email, web, chat, video, social media, etc. Omnichannel management enables users to access support through their preferred channel and switch between channels seamlessly. Omnichannel management also allows the service provider to collect and analyze user feedback and behavior data from different channels to improve the service quality and user satisfaction. A web hosting provider that wants to apply more of a 'shift left' approach to service support should use omnichannel management to expand how users access support and improve the user experience. By offering video tutorials, instant messaging, and social networks as additional channels of support, the service provider can empower users to solve simple problems independently, reduce the workload of the service desk, and enhance the user engagement and loyalty. References:

* ITIL 4 High-velocity IT (HVIT) - Your companion to the ITIL 4 Managing Professional HVIT certification, Chapter 8: Co-creating value with users and customers

* ITIL 4 Specialist: High-Velocity IT Training, Course Outline, Module 3: Working with customers and stakeholders in the digital world

* A guide to understanding the shift left approach - LogRocket Blog

NEW QUESTION # 28

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 # 29

What BEST describes the relationship between planning and risk?

- A. Risk management is the exclusive domain of dedicated risk managers
- B. Planning focuses on what needs to be accomplished, risk management is part of how work is to be performed
- C. Planning is a high level function, risk management is a tactical activity
- **D. Planning should always consider risks and how to mitigate them**

Answer: D

Explanation:

Explanation

The correct answer is B because planning is the process of defining and organizing the activities and resources needed to achieve the objectives of a service or product. Planning should always consider the risks that may affect the delivery of value, and how to mitigate them. Risk management is the practice of identifying, analyzing, evaluating, and treating uncertainties that could prevent the achievement of goals or objectives.

Risk management is an integral part of planning, as well as other service management practices, such as governance, continual improvement, and change control.

The other options are not correct because they do not describe the relationship between planning and risk accurately. Option A is wrong because planning and risk management are both strategic and tactical functions, depending on the scope and level of detail. Option C is wrong because planning does not only focus on what needs to be accomplished, but also how, when, who, and why. Risk management is not just part of how work is to be performed, but also why and what. Option D is wrong because risk management is not the exclusive domain of dedicated risk managers, but a shared responsibility of all stakeholders involved in service management.

References:

ITIL 4 Managing Professional Transition Module Sample Paper - English, Question 2, 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

[ITIL 4 Foundation: ITIL 4 Edition], Chapter 4, Section 4.2.1, Page 54

[ITIL 4 Foundation: ITIL 4 Edition], Chapter 4, Section 4.2.2, Page 55

[ITIL 4 Foundation: ITIL 4 Edition], Chapter 4, Section 4.2.3, Page 56

[ITIL 4 Foundation: ITIL 4 Edition], Chapter 4, Section 4.2.4, Page 57

[ITIL 4 Foundation: ITIL 4 Edition], Chapter 4, Section 4.2.5, Page 58

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NEW QUESTION # 30

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

Answer: A

NEW QUESTION # 31

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