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ITIL 4 framework is the latest edition of the globally recognized IT service management best practice framework. It offers a modern and flexible approach to IT service management that is aligned with the evolving needs of modern organizations. The ITIL 4 Managing Professional Transition certification exam is designed to test the knowledge and skills of IT professionals in this new framework.

ITIL 4 Managing Professional Transition exam covers four modules: Create, Deliver, Support, and Drive Stakeholder Value. These modules focus on different aspects of IT service management, including service design, service delivery, incident management, and stakeholder management. ITIL-4-Transition Exam consists of 40 multiple-choice questions and is 90 minutes long. To pass the exam, candidates need to score at least 28 out of 40 (70%). Successful candidates will earn the ITIL 4 Managing Professional certification, which demonstrates their knowledge and expertise in the latest ITIL 4 framework.

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## ITIL 4 Managing Professional Transition Sample Questions (Q18-Q23):

### NEW QUESTION # 18

Information that is needed to resolve problems is difficult to obtain because IT staff are worried that they will be blamed for mistakes.

Which concept can MOST help to resolve this?

- A. Agile
- B. Valuable investments
- C. Safety culture
- D. Design thinking

**Answer: C**

Explanation:

Safety culture is a concept that refers to the shared beliefs, perceptions, and values in relation to risks within an organization. A safety culture encourages people to be open and honest about their mistakes, learn from them, and improve their performance. A safety culture also fosters trust, collaboration, and visibility among IT staff, which can help to obtain the information needed to resolve problems. According to ITIL 4, safety culture aligns with the guiding principle of "collaborate and promote visibility", which states that "working together across boundaries produces results that have greater buy-in, more relevance to objectives, and increased likelihood of long-term success" 1. Safety culture is also one of the key elements of the high-velocity IT approach, which aims to enable organizations to thrive in the digital era 23. References:

\* ITIL 4 Information security and risk management practices: embedding safety culture and behaviour

\* Safety cultures and happy employees

\* The importance of Safety Culture in the success of IT

### NEW QUESTION # 19

Which are elements of the service value system?

- A. Customer value, stakeholder value, organization
- B. Governance, service value chain, practices
- C. Service provision, service consumption, service relationship management
- D. Outcomes, utility, warranty

**Answer: B**

Explanation:

The service value system is a model that describes how all the components and activities of an organization work together as a system to enable value creation. The service value system consists of five elements: governance, service value chain, practices, guiding principles, and continual improvement. Governance is the means by which an organization is directed and controlled. It ensures that the organization's strategy, policies, and objectives are aligned with the value proposition and the stakeholder needs. Service value chain is a set of interconnected activities that an organization performs to deliver a valuable product or service to its consumers and to facilitate value realization. Practices are sets of organizational resources designed for performing work or accomplishing an objective. Practices include processes, roles, tools, techniques, and methods that enable the organization to carry out its work effectively and efficiently. The other two elements of the service value system are guiding principles and continual improvement, which are not part of the answer options. References:

\* The ITIL 4 Service Value System Explained - ITSM.tools

\* Service Value System in ITIL 4 Explained | Sprintzeal

### NEW QUESTION # 20

An organization is compiling information about how a new service will be used. It is considering how each set of stakeholders will experience the service. In the past, the suppliers have been unreliable, so the organization wants to identify the main risks and dependencies for the introduction of the service. What is this an example of?

- A. Value stream mapping
- B. An agile approach
- C. Workforce planning
- D. Shift left

**Answer: A**

Explanation:

Explanation

The correct answer is B. Value stream mapping. This is because value stream mapping is a technique that helps to visualize how a service delivers value to the stakeholders, and identify the risks, dependencies, inefficiencies, and opportunities for improvement along the way<sup>12</sup>. Value stream mapping involves defining the service vision, mapping the current state, analyzing the current state, designing the future state, and implementing the future state<sup>12</sup>. By considering how each set of stakeholders will experience the service, the organization is defining the service vision and mapping the current state of the service.

A: An agile approach is not the correct answer, because an agile approach is a way of working that is flexible, iterative, and adaptive to changing requirements and feedback<sup>34</sup>. An agile approach does not necessarily involve compiling information about how a new service will be used, or considering how each set of stakeholders will experience the service.

C: Workforce planning is not the correct answer, because workforce planning is a process that ensures that an organization has the right people with the right skills at the right time to deliver its objectives . Workforce planning does not necessarily involve compiling information about how a new service will be used, or considering how each set of stakeholders will experience the service.

D: Shift left is not the correct answer, because shift left is a practice that aims to resolve issues as close as possible to their source, and prevent them from escalating to higher levels of support . Shift left does not necessarily involve compiling information about how a new service will be used, or considering how each set of stakeholders will experience the service. References:

ITIL 4 Managing Professional Transition Module Sample Paper - English, page 9, question 2, answer B ITIL 4 Managing Professional Transition Module Candidate Syllabus - English, page 10, learning outcome 1.4 ITIL 4 Managing Professional Transition Course Online - Simplilearn, section 3.2, lesson 3.2.1, topic

"Agile Approach"

ITIL 4 Managing Professional: Transition Module | Axelos, page 2, section "ITIL 4 Managing Professional Transition Module"

[ITIL 4 Managing Professional Transition Course Online - Simplilearn], section 3.2, lesson 3.2.3, topic

"Workforce Planning"

[ITIL 4 MP Transition: a transformed framework | Axelos], paragraph 4, sentence 2

[ITIL 4 Managing Professional Transition Course Online - Simplilearn], section 3.2, lesson 3.2.4, topic

"Shift Left"

[Course: ITIL 4 Managing Professional Transition | ITIL USA], paragraph 3, sentence 3

## NEW QUESTION # 21

Which is included in onboarding?

1. Negotiating service targets with customers
2. Building awareness of the new consumer
3. Ensuring resources are prepared for service provision
4. Designing the service components and infrastructure

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

**Answer: B**

## NEW QUESTION # 22

Which practice has a purpose that involves creating closer, more collaborative relationships?

- A. Release management
- B. Information security management
- C. Service configuration management
- D. Supplier management

**Answer: D**

Explanation:

Comprehensive Explanation:

The purpose of Supplier Management includes:

Ensuring that the organization's suppliers and their performance are adequately managed to support value creation through strong, collaborative relationships.

Thus, Option A is correct.

## NEW QUESTION # 23

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