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ITIL 4 Managing Professional Transition Sample Questions (Q92-Q97):

NEW QUESTION # 92

What ensures that service providers and service consumers continue to create value together?

- A. Service consumption
- B. Service offerings
- **C. Service relationship management**
- D. Service level management

Answer: C

Explanation:

Comprehensive and Detailed Explanation From Exact Extract of ITIL 4 Managing Professional Transition:

ITIL 4 defines service relationship management as:

"Joint activities performed by a service provider and a service consumer to ensure continual value co- creation." It includes all interactions between provider and consumer, such as:

- * Service provisioning
- * Service consumption
- * Relationship-building activities

Thus, Option D is the exact ITIL 4 answer.

NEW QUESTION # 93

Which high velocity IT objective considers an organization's ability to continue providing business services when disruptive events affect its digital products?

- A. Assured conformance
- B. Valuable investments
- C. Fast development
- **D. Resilient operations**

Answer: D

Explanation:

Explanation

Resilient operations is the high velocity IT objective that considers an organization's ability to continue providing business services when disruptive events affect its digital products. Resilient operations ensure the availability, reliability, and performance of the digital products and services, as well as the ability to recover quickly from failures and incidents. Resilient operations also involve proactive practices such as technical debt management, chaos engineering, and site reliability engineering, which aim to improve the quality and resilience of the digital solutions. References:

ITIL 4 High-velocity IT (HVIT) - Your companion to the ITIL 4 Managing Professional HVIT certification, Chapter 7: Ensuring resilient operations ITIL 4 Specialist: High-Velocity IT Training, Course Outline, Module 2: The digital product lifecycle

NEW QUESTION # 94

Which statement is CORRECT when considering a transformation to high velocity IT?

- A. All organizations benefit from high velocity
- **B. High performance is usually part of the change**
- C. Customer-facing systems should be excluded from the change
- D. High-velocity IT should be applied throughout the organization

Answer: B

NEW QUESTION # 95

Which can act as an operating model for an organization?

- A. The four dimensions of service management
- B. Continual improvement
- **C. The service value chain**
- D. The ITIL guiding principles

Answer: C

Explanation:

Explanation

The correct answer is B. The service value chain because it is the core component of the ITIL 4 service management framework that describes how an organization orchestrates its IT capabilities to achieve its strategic objectives. The service value chain is an operating model that covers all the key activities to flexibly manage products and services¹. It consists of six interconnected value chain activities: plan, improve, engage, design and transition, obtain/build, and deliver and support².

Option A is not correct because the four dimensions of service management are not an operating model, but rather a holistic perspective that should be considered for the effective and efficient facilitation of value co-creation². The four dimensions are: organizations and people, information and technology, partners and suppliers, and value streams and processes².

Option C is not correct because the ITIL guiding principles are not an operating model, but rather a set of recommendations that can guide an organization in all circumstances, regardless of changes in its goals, strategies, type of work, or management structure². The ITIL guiding principles are: focus on value, start where you are, progress iteratively with feedback, collaborate and promote visibility, think and work holistically, keep it simple and practical, and optimize and automate².

Option D is not correct because continual improvement is not an operating model, but rather a recurring organizational activity performed at all levels to ensure that an organization's performance continually meets stakeholders' expectations². Continual improvement is based on the continual improvement model, which consists of four steps: what is the vision, where are we now, where do we want to be, and how do we get there².

References: : ITIL 4 Models - A New Operating Model in ITIL 4 - KnowledgeHut : ITIL 4 Managing Professional Transition Course Online - Simplilearn

NEW QUESTION # 96

Which are elements of the service value system?

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

Answer: C

Explanation:

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

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