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ITIL 4 Managing Professional Transition Sample Questions (Q40-Q45):

NEW QUESTION # 40
Which concept is PRIMARILY concerned with multiple teams moving to a cross-functional way of working?

- A. Employee satisfaction measurement
- B. Organizational structure
- C. The value of positive communications
- D. Working to a customer oriented mindset

Answer: B

Explanation:
Organizational structure is the concept that is primarily concerned with multiple teams moving to a cross- functional way of working. Cross-functional teams are teams that consist of members from different functional areas or domains, such as development, testing, operations, marketing, etc. Cross-functional teams can help organizations achieve better collaboration, innovation, and customer

satisfaction, as well as faster delivery and feedback. However, cross-functional teams also require changes in the organizational structure, such as breaking down silos, flattening hierarchies, and empowering teams to self-organize and make decisions. ITIL 4 encourages an integrated approach that combines best practices across all ways of working, such as Agile, DevOps, and Lean. These methodologies keep rules simple, allowing teams to adapt based on the situation, focus on good outcomes for the customer, and learn from failure. ITIL 4 also explores the four main types of organizational structures: functional, divisional, matrix, and flat. Each type has its own advantages and disadvantages, and organizations can choose the best fit for their context and goals. References:
* Using ITIL's concepts: four organizational structures | Axelos
* What ITIL 4 means for you and your team - Atlassian
* Cross-Functional Teams Definition & Advantages - KnowledgeHut
* How to Build a Cross-Functional Team | The Workstream - Atlassian

NEW QUESTION # 41

Which of the following terms is more suitable to describe the functionality of a service?

- A. Warranty
- B. Utility
- C. Output
- D. Outcome

Answer: B

Explanation:
Comprehensive and Detailed Explanation From Exact Extract of ITIL 4 Managing Professional Transition:
ITIL 4 defines Utility as:
"The functionality offered by a product or service to meet a particular need."
* Utility is often described as 'fit for purpose'.
* It refers to what the service does - the features or functions that support desired outcomes.
* Warranty, by contrast, is about how the service performs - its availability, capacity, security, etc.
* Output is a deliverable or result of an activity.
* Outcome is a result for a stakeholder enabled by one or more outputs. Thus, Utility most directly represents the functionality of a service, making Option C correct.

NEW QUESTION # 42

An organization is attempting to improve the design, development and transition of new services. It recognizes that some ways of working are not focused on creating value.
Which is an example of a working practice that the organization should STOP?

- A. Involving users, customers and other stakeholders when communicating desired outcomes in the form of user stones
- B. Involving customers and users in testing activities to understand whether the service meets the customers' and users' expectations
- C. Designing systems with the continual involvement of customers to ensure that any changes in requirements are understood as early as possible
- D. Defining the features and functionality of services by relying on the developers' previous experience of designing similar systems for customers

Answer: D

NEW QUESTION # 43

What is the CORRECT order for the three phases of problem management?

- A. Problem identification, problem control, error control
- B. Error control, problem control, problem identification
- C. Problem control, error control, problem identification
- D. Problem identification, error control, problem control

Answer: A

Explanation:
Comprehensive Explanation:
ITIL defines the three phases of problem management in this order:
* Problem identification - recognizing actual or potential causes of incidents
* Problem control - analyzing, diagnosing, and prioritizing problems
* Error control - managing known errors and workarounds
The sequence in Option C exactly matches this lifecycle.
Thus, Option C is correct.

NEW QUESTION # 44

In an organization, a service desk team employs experienced staff who have worked there for many years and have good relationships with support teams. The organization has a good improvement culture, and staff are encouraged to use their experience and identify improvements. They are developing a new policy for handling incidents.
Which is the BEST approach for this new policy?

- A. Engage with stakeholders to ensure that as much detail as possible is included in the policy
- B. Implement the policy to the service desk staff initially before informing other affected support teams
- C. Ensure that all teams involved in incident resolution collaborate in the development of the policy
- D. Ensure that any identified exceptions are excluded from the policy to improve clarity

Answer: C

Explanation:
This is the best approach because it ensures that the policy is aligned with the needs and expectations of all the parties involved in incident management. It also fosters a culture of collaboration and trust among the teams, which can improve the efficiency and effectiveness of incident resolution. By involving all the teams in the policy development, the organization can also leverage the experience and knowledge of the staff, and identify any potential gaps or issues that may arise in the incident management process. This approach is consistent with the ITIL 4 guiding principles of collaborate and promote visibility, focus on value, and keep it simple and practical12. References:
* ITIL 4 Managing Professional Transition Module Sample Paper - English3, page 7, question 2, answer B
* ITIL 4 Foundation: ITIL 4 Edition4, page 20, section 2.3, paragraph 2
* ITIL 4 Managing Professional: Create, Deliver and Support5, page 10, section 1.1, paragraph 4
* ITIL 4 Managing Professional: Direct, Plan and Improve, page 12, section 1.1, paragraph 3

NEW QUESTION # 45

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