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ITIL 4 Managing Professional Transition Sample Questions (Q48-Q53):

NEW QUESTION # 48

An organization's customers have historically been satisfied with the functionality and performance of its service. Recently, however, the organization is getting complaints about both the performance of the services and areas such as sales and customer support. How BEST can the organization collect the information needed to address these complaints?

- A. Use feedback from service reviews to assess value realization
- **B. Collect customer experience and service level metrics**
- C. Conduct satisfaction surveys after service interactions
- D. Gather customer service performance metrics and map to SLAs

Answer: B

Explanation:

The best way for the organization to collect the information needed to address the complaints is to collect customer experience and service level metrics. Customer experience metrics are measures of how customers perceive the quality and value of the service and the interactions they have with the service provider. Service level metrics are measures of how well the service meets the agreed requirements and expectations of the customers and users. By collecting both types of metrics, the organization can identify the gaps and issues in the service delivery and the customer journey, and take actions to improve them. Some examples of customer experience metrics are customer satisfaction, net promoter score, customer effort score, and customer loyalty.

Some examples of service level metrics are availability, reliability, performance, and incident resolution time.

References: <https://www.axelos.com/resource-hub/blog/itil-4-leads-to-value>

<https://www.genroe.com/blog/what-is-the-role-of-customer-feedback-in-the-itil-framework/861>

NEW QUESTION # 49

What is MOST LIKELY to be handled as a service request?

- A. An emergency change to apply a security patch
- **B. Providing a virtual server for a development team**
- C. The implementation of a workaround
- D. Managing an interruption to a service

Answer: B

Explanation:

Comprehensive Explanation:

Service requests are:

- * Requests for something to be provided
- * Typically standard, pre-approved, low-risk
- * Examples include software installation, access requests, equipment provisioning

"Providing a virtual server for a development team" is a provisioning request - a type of standard service request, provided it follows an established request model.

Option A = incident.

Option B = change.

Option C = part of problem/error control.

Thus, Option D is correct.

NEW QUESTION # 50

An organization is planning to communicate information about a new improvement initiative by providing information on the IT portal, sending emails, and holding meetings with affected groups.

Which communication principle are they applying?

- **A. There is no single method of communicating**
- B. Timing and frequency matter
- C. We are all communicating all the time
- D. Communication is a two-way process

Answer: A

Explanation:

Explanation

The communication principle that the organization is applying is that there is no single method of communicating that works for everyone. Different communication methods have different advantages and disadvantages, and different audiences may prefer or respond better to different modes of communication. By providing information on the IT portal, sending emails, and holding meetings with affected groups, the organization is using a variety of communication methods to maximize their reach and effectiveness. They are also ensuring that the information is consistent and clear across all channels, and that they can receive feedback and questions from the stakeholders. This communication principle is one of the five principles of good communication based on ITIL 4 concepts¹, and it is also related to the ITIL 4 guiding principle of collaborate and promote visibility², which emphasizes the importance of sharing information and knowledge across the organization and with external partners. References:

Using ITIL's concepts: 5 principles of good communication¹

The 7 ITIL 4 Guiding Principles: Explained in Detail²

NEW QUESTION # 51

What BEST describes the relationship between planning and risk?

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

Answer: B

NEW QUESTION # 52

Which of the following statements about change authorization is CORRECT?

- A. Every time a standard change is requested a change authority is assigned
- **B. The change type and model is the basis for assigning the change authority**
- C. The technician making an emergency change can authorize such changes
- D. Ensuring that changes are authorized after deployment is done by the change authority

Answer: B

Explanation:

Comprehensive Explanation:

In ITIL 4, change authority assignment is based on:

- * The type of change (standard, normal, or emergency)
- * The change model used

Standard changes are pre-authorized, so they do not require a new change authority assignment each time.

Emergency changes require a specific emergency change authority, not the technician.

Changes are never authorized after deployment.

Thus, Option C is the correct ITIL-aligned statement.

NEW QUESTION # 53

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