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ITIL 4 Managing Professional Transition Sample Questions (Q91-Q96):

NEW QUESTION # 91

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

Answer: D

NEW QUESTION # 92

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

Answer: A

Explanation:

Explanation

The correct answer is C because failing to explain service provider actions that impact the customer can erode the trust and transparency that are essential for maintaining a long-term relationship. If the service provider does not communicate the reasons and consequences of their actions, the customer may feel ignored, misled, or dissatisfied. This can lead to conflicts, complaints, or even termination of the contract.

The other options are not as likely to be a threat to the relationship as option C. Scheduling interactions between customer and service provider (option A) can help to ensure regular communication and feedback, which can enhance the relationship. Changes in service provider and customer staff (option B) can be managed by ensuring a smooth handover and orientation process, which can also provide opportunities for building rapport and understanding. Failing to deal with communication in a timely fashion (option D) can cause delays and frustration, but it can be resolved by improving the communication channels and protocols, and by apologizing and explaining the reasons for the delay.

References:

ITIL 4 Managing Professional Transition Module Sample Paper - English, Question 1, 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

NEW QUESTION # 93

An organization has IT divisions distributed globally. As the organization has grown, it has become difficult to align the activities of the IT divisions with the organization's objectives. How can the organization ensure that all IT activities are aligned with the organization's objectives?

- A. Establish increasingly detailed objectives at each level of the organization that align directly with the objectives of the layer above
- B. Collect feedback from both organizational and IT leadership from each region
- C. Put compliance controls in place to ensure that all centers of expertise are following the same practices
- D. Prioritize risk mitigation strategies in alignment with the organization's risk appetite

Answer: A

Explanation:

Explanation

The best way for the organization to ensure that all IT activities are aligned with the organization's objectives is to establish increasingly detailed objectives at each level of the organization that align directly with the objectives of the layer above. This is based on the ITIL 4 principle of cascading objectives, which is a method for translating high-level strategic objectives into more specific and measurable operational objectives. By doing this, the organization can create a clear line of sight between the vision, mission, and goals of the organization and the actions and outcomes of the IT divisions. This also enables the organization to monitor and evaluate the performance and value of the IT activities and ensure that they are contributing to the achievement of the organization's objectives. The other options are not sufficient to ensure alignment, as they do not address the root cause of the misalignment, which is the lack of clarity and consistency in the objectives. Risk mitigation strategies, compliance controls, and feedback collection are important aspects of IT governance, but they do not necessarily ensure that the IT activities are aligned with the organization's objectives. They may also create unnecessary bureaucracy and overhead that may hinder the agility and innovation of the IT divisions. References:

<https://www.atlassian.com/blog/technology/what-the-new-itil-4-means-for-you-and-your-team>

<https://www.greycampus.com/opencampus/itil-foundation/itil-objectives>

NEW QUESTION # 94

An organization wants to introduce a new service. There are many teams that will contribute to the design, development and transition of the service. Which approach should the organization follow when creating a value stream for this new service?

- A. Create one value stream for each team, to allow the teams to focus on their different objectives
- B. Create separate value streams for practices, people, tools and suppliers, to ensure that 'four dimensions' are considered equally
- C. Create separate value streams for every project phase, to ensure that each milestone is achieved in a Agile manner
- D. **Create one value stream for the entire project, to enable and end-to-end, holistic vision of the service**

Answer: D

NEW QUESTION # 95

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

Answer: B

NEW QUESTION # 96

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