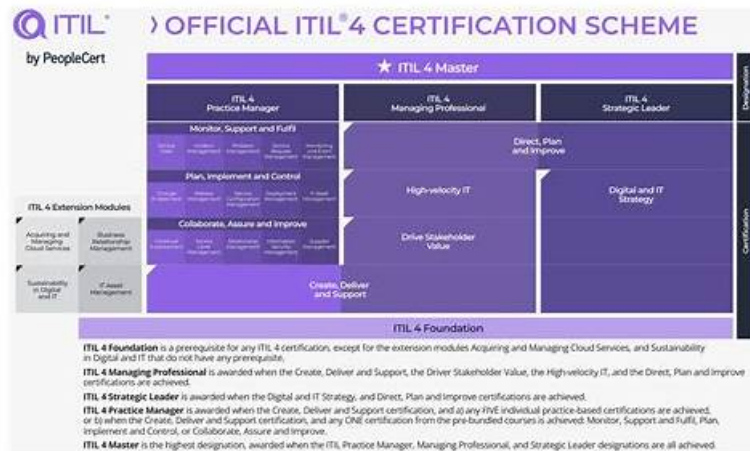


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ITIL 4 Managing Professional Transition exam is a closed-book exam that consists of 40 multiple-choice questions. ITIL-4-Transition Exam Duration is 90 minutes, and the pass mark is 70%. ITIL-4-Transition exam is designed to test the IT professional's knowledge of the ITIL 4 framework, and their ability to apply the ITIL principles to real-world situations. ITIL 4 Managing Professional Transition certification is valid for life, and there is no need for recertification.

ITIL 4 Managing Professional Transition Sample Questions (Q37-Q42):

NEW QUESTION # 37

An organization's lead times and the flow of tasks across value streams are being impacted because tasks often sit waiting in queues. Which technique can be used to overcome this challenge?

- A. Clarifying definition of done'
- B. Introducing a push system
- C. Limiting work-in-progress
- D. Increasing batch sizes

Answer: C

NEW QUESTION # 38

What is used as a tool to help define and measure performance?

- A. A service level agreement
- B. A continual improvement register
- C. A change schedule
- D. An incident record

Answer: A

Explanation:

Comprehensive Explanation:

A Service Level Agreement (SLA) is specifically designed to:

- * Define expected levels of service
- * Set targets for performance
- * Provide a basis for measuring actual service performance

Thus, the SLA functions as the primary tool for defining and measuring service performance in ITIL 4.

Therefore, Option A is correct.

NEW QUESTION # 39

What is the definition of 'service management'?

- A. A result for a stakeholder enabled by one or more outputs
- B. A set of specialized organizational capabilities for enabling value for customers in the form of services
- C. A formal description of one or more services, designed to address the needs of a target consumer group
- D. Joint activities performed by a service provider and a service consumer to ensure continual value co-creation

Answer: B

Explanation:

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

ITIL 4 defines service management as:

"A set of specialized organizational capabilities for enabling value for customers in the form of services."

- * This reflects how an organization uses its resources and competencies to deliver services and create value.
- * Option B defines an outcome, not service management.
- * Option C describes a service offering.
- * Option D refers to service relationships. Thus, Option A is the precise ITIL 4 definition of service management.

NEW QUESTION # 40

Which statement about user communities is CORRECT?

- A. Informal user communities should be disbanded and merged into official groups
- B. Communities set up by users may be recognized and supported by service providers
- C. Every user community should have at least one super-user
- D. User communities are created by service providers to investigate the cause of problems

Answer: B

Explanation:

User communities are groups of people who share a common interest or need related to a service or product.

They can be formal or informal, online or offline, and may be initiated by service providers or users themselves. User communities can provide valuable feedback, insights, and support for service providers, as well as enhance the user experience and satisfaction.

Therefore, service providers may recognize and support user communities that are set up by users, as long as they respect their autonomy and do not interfere with their activities. User communities are not created by service providers to investigate the cause of problems (option A), nor should they be disbanded or merged into official groups (option C). User communities may or may not have super-users, who are users with advanced skills or knowledge who can help other users, but this is not a requirement for every user community (option D). References: ITIL 4 Foundation, page 77; ITIL 4 Specialist: Drive Stakeholder Value, page 33.

In service relationships what is a benefit of identifying consumer roles?

- Answer: B**

Explanation

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