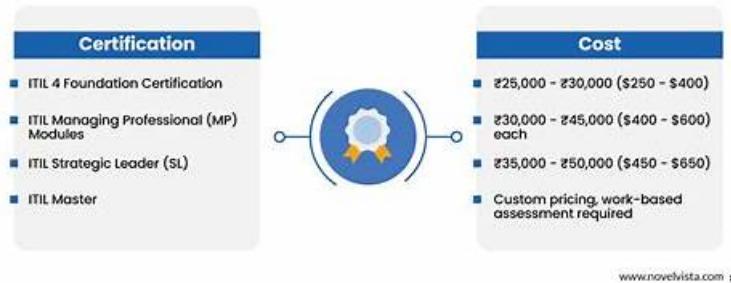


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The Test4Cram is one of the top-rated and reliable platforms that has been helping the ITIL 4 Managing Professional Transition (ITIL-4-Transition) exam candidates for many years. Over this long time period, these ITIL-4-Transition questions have helped countless ITIL-4-Transition exam candidates. They all got help from the top-rated ITIL-4-Transition Practice Test questions and easily passed their dream ITIL ITIL-4-Transition certification exam and now they have become certified ITIL-4-Transition professionals and doing jobs in top world brands.

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.

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## ITIL 4 Managing Professional Transition Sample Questions (Q19-Q24):

### NEW QUESTION # 19

How should the seven guiding principles be combined when an organization is making a decision?

- A. By reviewing each guiding principle to decide how relevant it is to the specific decision
- B. By using all the guiding principles equally when making any decision
- C. By using the focus on value' principle and one or two others that are relevant to the specific decision
- D. By using the one or two guiding principles that are most relevant to the specific decision

**Answer: A**

Explanation:

The seven guiding principles of ITIL 4 are not meant to be applied equally or rigidly in every situation.

Rather, they are intended to provide guidance and encourage decision making and continual improvement at all levels. Therefore, when an organization is making a decision, it should review each guiding principle to decide how relevant it is to the specific decision, and use the ones that are most appropriate and helpful. For example, some decisions may require more collaboration and visibility than others, or some decisions may benefit from more iteration and feedback than others. The guiding principles are not rules or prescriptions, but rather suggestions and recommendations that can help the organization achieve its objectives and deliver value to its stakeholders. References:

- \* The 7 Guiding Principles of ITIL 4 - IFS Blog<sup>1</sup>
- \* The 7 ITIL 4 Guiding Principles: Explained in Detail<sup>2</sup>
- \* The Seven ITIL 4 Guiding Principles & Business Value - Belgium<sup>3</sup>

## NEW QUESTION # 20

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

**Answer: C**

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 concepts<sup>1</sup>, and it is also related to the ITIL 4 guiding principle of collaborate and promote visibility<sup>2</sup>, 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 communication<sup>1</sup>

The 7 ITIL 4 Guiding Principles: Explained in Detail<sup>2</sup>

## NEW QUESTION # 21

An organization is undergoing a significant cultural change as a result of introducing Agile and DevOps practices.

How can managers use Toyota Kata to help employees adjust to these different ways of working?

- A. By creating detailed plans that predetermine how to approach large changes
- **B. By encouraging the practicing of routines to unlearn old habits and learn new ones**
- C. By encouraging widespread changes that involve the teams starting from scratch
- D. By making hard decisions for the teams and providing step-by-step guidance

**Answer: B**

## NEW QUESTION # 22

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. Fast development
- C. Valuable investments
- **D. Resilient operations**

**Answer: D**

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 # 23

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. Ensure that any identified exceptions are excluded from the policy to improve clarity
- 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. Engage with stakeholders to ensure that as much detail as possible is included in the policy

**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 practical. 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 # 24

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