

Formats of ITIL ITIL-4-Transition Practice Exam Questions

ITIL 4 Exam Practice Questions with Correct Answers

Which practice is responsible for moving components to live environments?

- A. Change enablement
- B. Release management
- C. IT asset management
- D. Deployment management - Answer-D

Which practice includes the classification and ownership of queries and requests from users?

- A. Service desk
- B. Incident management
- C. Change enablement
- D. Service level management - Answer-A

Which practice identifies metrics that reflect the customer's experience of a service?

- A. Continual improvement
- B. Service desk
- C. Service level management
- D. Problem management - Answer-C

What is the PRIMARY use of a change schedule?

- A. To support 'incident management' and improvement planning
- B. To manage emergency changes
- C. To plan changes and help avoid conflicts
- D. To manage standard changes - Answer-C

Which service management dimension is focused on activities and how are these coordinated?

- A. Organisations and people
- B. Information and technology
- C. Partners and suppliers
- D. Value streams and processes - Answer-D

How does categorisation of incidents assist the 'incident management' practice?

- A. It helps direct the incident to the correct support area
- B. It determines the priority assigned to the incident

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ITIL ITIL-4-Transition Exam Syllabus Topics:

Section	Objectives
Direct, Plan and Improve (DPI)	- Continual improvement model - Governance and risk management - Strategy and direction setting
Create, Deliver and Support (CDS)	- Service value system and value streams - Workforce and technology management - Service management practices integration

High Velocity IT (HVIT)	- Automation and continual improvement - Lean, Agile, DevOps concepts - Digital transformation and ITIL guiding principles
Drive Stakeholder Value (DSV)	- CX and SLA management - Customer journey and user experience - Service relationship management

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ITIL 4 Managing Professional Transition Sample Questions (Q52-Q57):

NEW QUESTION # 52

Which can act as an operating model for an organization?

- A. The service value chain
- B. Continual improvement
- C. The ITIL guiding principles
- D. The four dimensions of service management

Answer: A

Explanation:

The correct answer is B. The service value chain because it is the core component of the ITIL 4 service management framework that describes how an organization orchestrates its IT capabilities to achieve its strategic objectives. The service value chain is an operating model that covers all the key activities to flexibly manage products and services¹. It consists of six interconnected value chain activities: plan, improve, engage, design and transition, obtain/build, and deliver and support².

Option A is not correct because the four dimensions of service management are not an operating model, but rather a holistic perspective that should be considered for the effective and efficient facilitation of value co-creation². The four dimensions are: organizations and people, information and technology, partners and suppliers, and value streams and processes².

Option C is not correct because the ITIL guiding principles are not an operating model, but rather a set of recommendations that can guide an organization in all circumstances, regardless of changes in its goals, strategies, type of work, or management structure². The ITIL guiding principles are: focus on value, start where you are, progress iteratively with feedback, collaborate and promote visibility, think and work holistically, keep it simple and practical, and optimize and automate².

Option D is not correct because continual improvement is not an operating model, but rather a recurring organizational activity performed at all levels to ensure that an organization's performance continually meets stakeholders' expectations². Continual improvement is based on the continual improvement model, which consists of four steps: what is the vision, where are we now, where do we want to be, and how do we get there².

References: : ITIL 4 Models - A New Operating Model in ITIL 4 - KnowledgeHut : ITIL 4 Managing Professional Transition Course Online - Simplilearn

NEW QUESTION # 53

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 # 54

A legacy financial system requires the user to manually enter the time and date of the transaction to meet regulatory requirements. A recent internal audit has shown that these fields are often blank.

Which are effective controls that could improve compliance?

1. Modify the application to automatically add the current time and date when transaction is entered
2. Establish a communication plan to remind users of the importance of time and date on transactions
3. Develop a goals cascade so all staff know their role in achieving company goals
4. Create a report showing non-compliant records and take action to correct

- A. 1 and 2
- B. 2 and 3
- C. 1 and 4
- D. 3 and 4

Answer: C

Explanation:

According to ITIL 4, an effective control environment is one that ensures that the organization's objectives are achieved in a reliable and compliant manner¹. Effective controls are the mechanisms that prevent, detect, or correct errors, fraud, or non-compliance in the organization's processes and activities². Some of the characteristics of effective controls are that they are aligned with the organization's goals, policies, and standards, they are proportionate to the level of risk, they are consistent and transparent, they are regularly monitored and reviewed, and they are responsive to changes and improvements³.

In the scenario given, the legacy financial system requires the user to manually enter the time and date of the transaction to meet regulatory requirements, but these fields are often blank. This indicates a lack of compliance and accuracy in the financial reporting process, which could expose the organization to legal, financial, or reputational risks. Therefore, some effective controls that could improve compliance are:

* Modify the application to automatically add the current time and date when transaction is entered. This is a preventive control that reduces the risk of human error or omission by ensuring that the required information is always captured and recorded in the system. This control also enhances the efficiency and reliability of the process by eliminating the need for manual input.

* Create a report showing non-compliant records and take action to correct. This is a detective and corrective control that identifies and resolves any instances of non-compliance or inaccuracy in the financial records. This control also provides feedback and evidence for the performance and effectiveness of the process and the controls.

The other options are not effective controls for improving compliance in this scenario because they do not directly address the root cause of the problem or provide a specific solution. Establishing a communication plan to remind users of the importance of time and date on transactions is a good practice, but it does not guarantee that the users will follow the instructions or comply with the requirements. Developing a goals cascade so all staff know their role in achieving company goals is a strategic activity, but it does not specify how the financial reporting process or the legacy system will be improved or controlled. Therefore, the best answer is D. 1 and 4. References:

- * 1: ITIL 4 Managing Professional: Transition Module | Axelos
- * 2: ITIL 4 Managing Professional Transition Course Online - Simplilearn
- * 3: ITIL 4 MP Transition: a transformed framework | Axelos
- * 4: Internal Controls for Better Compliance | Reducing Risk
- * 5: Internal Controls: The Definitive Guide for Risk and Compliance Professionals - RiskOptics
- * 6: How to Establish an Effective Control Environment

NEW QUESTION # 55

Which ITIL guiding principle recommends using existing services, processes and tools when improving services?

- A. Keep it simple and practical
- B. Start where you are
- C. Focus on value
- D. Progress iteratively with feedback

Answer: B

Explanation:

Explanation

The ITIL guiding principle of start where you are advises service providers to avoid starting from scratch when improving services, but rather to assess the current state and use existing services, processes and tools as a basis for improvement. This principle helps

to avoid wasting resources, reinventing the wheel, or losing useful elements of the current state. It also helps to identify and leverage the strengths, weaknesses, opportunities and threats of the current situation. References:

ITIL 4 Managing Professional Transition Module, page 16

ITIL 4 Foundation: Complete Course with 2 Practice Exams, section 3.2.3 The 7 Guiding Principles of ITIL 4 - IFS Blog, paragraph 2 The 7 ITIL 4 Guiding Principles: Explained in Detail, paragraph 5

NEW QUESTION # 56

Which practice guarantees that users have a range of access channels to choose from to report problems?

- A. Incident management
- B. Change enablement
- C. Service desk
- D. Service level management

Answer: C

Explanation:

Comprehensive Explanation:

The Service Desk is responsible for:

- * Providing a single point of contact
- * Ensuring users can reach support via multiple channels, such as:
 - * Phone
 - * Email
 - * Web portals
 - * Chatbots
 - * Self-service

This ensures users have multiple ways to report issues and seek help.

Thus, Option A is correct.

NEW QUESTION # 57

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