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ITIL 4 Managing Professional Transition Sample Questions (Q68-Q73):

NEW QUESTION # 68
A good way to apply the ITIL guiding principle Focus on value is to:

- A. Understand why services are used by service consumers
- B. Understand the whole but do something
- C. Be aware of system complexity
- D. Do fewer tasks but in a better way with higher quality

Answer: A

Explanation:
Comprehensive and Detailed Explanation From Exact Extract of ITIL 4 Managing Professional Transition:
The guiding principle Focus on value emphasizes:
"Everything the organization does must map to value for stakeholders."
A key recommended practice under this principle is:
* Understanding how service consumers use the service and why it is valuable to them.
Options B and C relate to Think and work holistically.
Option D relates loosely to Keep it simple and practical or process streamlining.

Therefore, Option A is the correct application of Focus on value.

NEW QUESTION # 69
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 making hard decisions for the teams and providing step-by-step guidance
- C. By encouraging widespread changes that involve the teams starting from scratch
- D. By encouraging the practicing of routines to unlearn old habits and learn new ones

Answer: D

NEW QUESTION # 70
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 making hard decisions for the teams and providing step-by-step guidance
- C. By encouraging widespread changes that involve the teams starting from scratch
- D. By encouraging the practicing of routines to unlearn old habits and learn new ones

Answer: D

Explanation:
Explanation
Toyota Kata is a way of managing teams, teaching them to adopt the methods used and perfected by Toyota. It is based on the idea of practicing routines or patterns that help people learn new skills and behaviors. By encouraging the practicing of routines to unlearn old habits and learn new ones, managers can help employees adjust to the different ways of working that Agile and DevOps require. For example, managers can use the Improvement Kata to help teams set challenging goals, experiment with solutions, learn from obstacles, and adapt to changing conditions. Managers can also use the Coaching Kata to provide feedback and guidance to teams, and help them develop scientific thinking and problem-solving skills. References:
Toyota Kata - Wikipedia
What is the Toyota Kata? | Kanban Tool
Toyota Kata - Habits for Continuous Improvements

NEW QUESTION # 71
What is the expected outcome from using a service value chain?

- A. Service value streams
- B. Customer engagement
- C. The application of practices
- D. Value realization

Answer: D

NEW QUESTION # 72
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. Service interaction method
- C. Service level management
- D. Omnichannel management

Answer: D

Explanation:
Omnichannel management is the practice of providing a consistent and integrated user experience across multiple channels of communication, such as phone, email, web, chat, video, social media, etc. Omnichannel management enables users to access support through their preferred channel and switch between channels seamlessly. Omnichannel management also allows the service provider to collect and analyze user feedback and behavior data from different channels to improve the service quality and user satisfaction. A web hosting provider that wants to apply more of a 'shift left' approach to service support should use omnichannel management to expand how users access support and improve the user experience. By offering video tutorials, instant messaging, and social networks as additional channels of support, the service provider can empower users to solve simple problems independently, reduce the workload of the service desk, and enhance the user engagement and loyalty. References:
* ITIL 4 High-velocity IT (HVIT) - Your companion to the ITIL 4 Managing Professional HVIT certification, Chapter 8: Co-creating value with users and customers
* ITIL 4 Specialist: High-Velocity IT Training, Course Outline, Module 3: Working with customers and stakeholders in the digital world
* A guide to understanding the shift left approach - LogRocket Blog

NEW QUESTION # 73

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