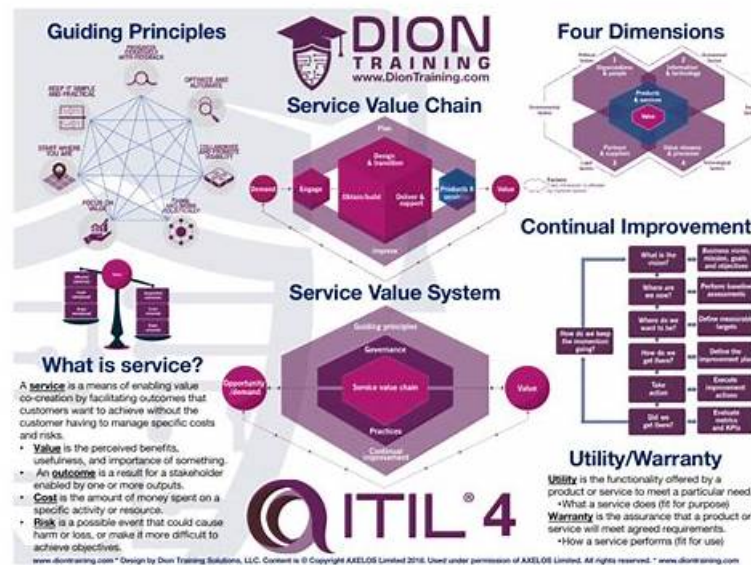


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ITIL 4 Managing Professional Transition Sample Questions (Q38-Q43):

NEW QUESTION # 38

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

Answer: B

Explanation:

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 # 39

What is the MOST LIKELY reason that incident management would need a temporary team to work together?

- A. So customers and users are provided with timely updates
- **B. To resolve a complex or major incident**
- C. To escalate an incident to a supplier or partner
- D. So users can resolve their own incidents with self-help

Answer: B

Explanation:

Comprehensive Explanation:

Major or highly complex incidents may require:

* Specialists from multiple teams

* Rapid collaboration

* Focused effort to restore service quickly

In ITIL this is often called a "major incident team."

Thus, Option C is correct.

NEW QUESTION # 40

What BEST describes the relationship between planning and risk?

- A. Planning is a high level function, risk management is a tactical activity
- B. Planning focuses on what needs to be accomplished, risk management is part of how work is to be performed
- **C. Planning should always consider risks and how to mitigate them**
- D. Risk management is the exclusive domain of dedicated risk managers

Answer: C

Explanation:

Explanation

The correct answer is B because planning is the process of defining and organizing the activities and resources needed to achieve the objectives of a service or product. Planning should always consider the risks that may affect the delivery of value, and how to mitigate them. Risk management is the practice of identifying, analyzing, evaluating, and treating uncertainties that could prevent the achievement of goals or objectives.

Risk management is an integral part of planning, as well as other service management practices, such as governance, continual improvement, and change control.

The other options are not correct because they do not describe the relationship between planning and risk accurately. Option A is wrong because planning and risk management are both strategic and tactical functions, depending on the scope and level of detail. Option C is wrong because planning does not only focus on what needs to be accomplished, but also how, when, who, and why. Risk management is not just part of how work is to be performed, but also why and what. Option D is wrong because risk management is not the exclusive domain of dedicated risk managers, but a shared responsibility of all stakeholders involved in

service management.

References:

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NEW QUESTION # 41

A service provider is in a partnership relationship with a service consumer. The services provided are complex with new functionality and improvements constantly being developed using agile methods.

Which is the BEST approach for validating service value?

- A. Produce service level reports and an analysis of the cost and risks of service delivery
- **B. Work together to identify methods of checking service value and check that value propositions are still valid**
- C. Regularly perform user satisfaction surveys and an analysis of the costs and risks removed from the service consumer
- D. Perform ad-hoc service reviews and produce reports of service outputs

Answer: B

Explanation:

The best approach for validating service value in a partnership relationship with a service consumer is to work together to identify methods of checking service value and check that value propositions are still valid. This is because this approach aligns with the ITIL 4 guiding principles of focus on value, collaborate and promote visibility, and progress iteratively with feedback¹.

By working together, the service provider and the service consumer can co-create value and ensure that the services delivered meet the needs and expectations of the service consumer and other stakeholders. They can also share information and feedback, and adjust the services accordingly to respond to changing requirements and opportunities. Moreover, they can jointly define the criteria and indicators for measuring and validating the value of the services, such as the outcomes, costs, risks, and benefits²³.

The value propositions of the services are the statements that describe the benefits and value that the services offer to the service consumer and other stakeholders. They are based on the understanding of the service consumer's needs, preferences, and goals. The value propositions should be regularly reviewed and validated to ensure that they are still relevant and accurate, and that they reflect the current and future value of the services⁴⁵.

The other options are not the best approach for validating service value, because they are either too narrow, too passive, or too reactive. They do not involve the active collaboration and co-creation of value between the service provider and the service consumer, nor do they account for the complexity and agility of the services provided.

1: ITIL 4 Foundation: ITIL 4 Edition, AXELOS, 2019, p. 13-15 2: ITIL 4 Direct, Plan and Improve, AXELOS, 2019, p. 97-98 3: Reporting on value in service management, AXELOS, 2021, 3 4: ITIL 4 Create, Deliver and Support, AXELOS, 2019, p. 17-18 5: ITIL 4 Drive Stakeholder Value, AXELOS, 2019, p. 25-26

NEW QUESTION # 42

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

Answer: B

NEW QUESTION # 43

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