

# Exam ITIL-4-Transition Score & Original ITIL-4-Transition Questions



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## ITIL 4 Managing Professional Transition Sample Questions (Q63-Q68):

### NEW QUESTION # 63

Which term is used to define "any component that needs to be managed in order to deliver an IT service"?

- A. An event
- **B. A configuration item**
- C. A change
- D. An IT asset

**Answer: B**

Explanation:

Comprehensive Explanation:

A Configuration Item (CI) is defined as:

Any component that must be managed in order to deliver an IT service.

Thus, Option C fits the exact ITIL 4 definition.

### NEW QUESTION # 64

From the perspective of a service provider how does the digital product lifecycle start?

- **A. With the exploration of market opportunities**
- B. With the onboarding of customers
- C. With the offboarding of customers
- D. With the co-creation of value

**Answer: A**

Explanation:

Explanation

According to ITIL 4, the digital product lifecycle is a model that describes how digital products are created, delivered, and operated. The digital product lifecycle starts with the exploration of market opportunities, where the service provider identifies the needs and expectations of potential customers and stakeholders, and evaluates the feasibility and viability of creating a digital product that can meet those needs and expectations.

The exploration phase involves activities such as market research, customer segmentation, value proposition design, prototyping, and testing. The exploration phase aims to validate the problem-solution fit and the product-market fit of the digital product idea, and to generate feedback and insights that can inform the subsequent phases of the digital product lifecycle. References:

Digital product lifecycle: more speed, less chaos | Axelos

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### NEW QUESTION # 65

Which are elements of the service value system?

- A. Customer value, stakeholder value, organization
- B. Service provision, service consumption, service relationship management
- C. Outcomes, utility, warranty
- **D. Governance, service value chain, practices**

**Answer: D**

Explanation:

The service value system is a model that describes how all the components and activities of an organization work together as a system to enable value creation. The service value system consists of five elements:

governance, service value chain, practices, guiding principles, and continual improvement. Governance is the means by which an organization is directed and controlled. It ensures that the organization's strategy, policies, and objectives are aligned with the value proposition and the stakeholder needs. Service value chain is a set of interconnected activities that an organization performs to deliver a valuable product or service to its consumers and to facilitate value realization. Practices are sets of organizational resources

designed for performing work or accomplishing an objective. Practices include processes, roles, tools, techniques, and methods that enable the organization to carry out its work effectively and efficiently. The other two elements of the service value system are guiding principles and continual improvement, which are not part of the answer options. References:

\* The ITIL 4 Service Value System Explained - ITSM.tools

\* Service Value System in ITIL 4 Explained | Sprintzeal

#### NEW QUESTION # 66

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

**Answer: D**

#### NEW QUESTION # 67

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

**Answer: D**

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 # 68

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