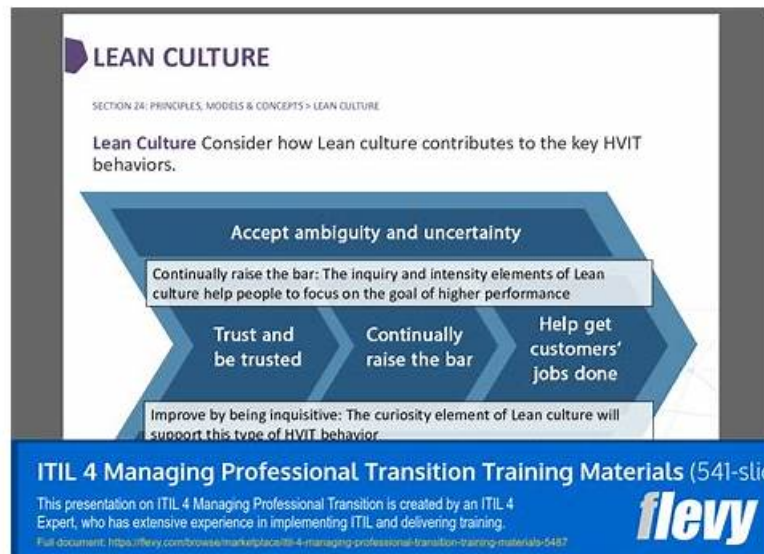


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ITIL 4 Managing Professional Transition Sample Questions (Q73-Q78):

NEW QUESTION # 73

Which statement about the purpose of the Monitoring and Event Management practice is TRUE?

- A. Support the agreed quality of a service by handling pre-defined service requests
- **B. Systematically observe services and service components and record and report selected changes of state identified as events**
- C. Minimize the negative impact of incidents by restoring normal service operation as quickly as possible
- D. Maximize the number of successful changes by ensuring risks have been properly assessed

Answer: B

Explanation:

Comprehensive Explanation:

ITIL defines Monitoring and Event Management as:

The practice that systematically observes services and components, identifies changes of state, and records /reports them as events.

This description matches Option C exactly.

NEW QUESTION # 74

Which describes the customer journey?

- A. The experience the service user gets from the service provider
- B. The actions that the service provider takes to attract new customers
- **C. The end-to-end experience customers have with service providers**
- D. The actions that the user undertakes to be able to use the service

Answer: C

Explanation:

The correct answer is B. The end-to-end experience customers have with service providers. This is because the customer journey is a term that describes the complete lifecycle of a customer's interaction with a service provider, from the initial awareness and engagement, to the purchase and consumption, to the retention and advocacy¹². The customer journey helps to understand the customer's needs, expectations, emotions, and satisfaction at each touchpoint, and to identify the opportunities for improvement and innovation.

A). The actions that the user undertakes to be able to use the service is not the correct answer, because this is only a part of the customer journey, not the whole definition. The user is the person who uses the service, not necessarily the person who pays for it or decides to use it. The actions that the user undertakes to be able to use the service are also known as the user journey, which is a subset of the customer journey¹².

C). The actions that the service provider takes to attract new customers is not the correct answer, because this is also only a part of the customer journey, not the whole definition. The service provider is the organization that provides the service, not the customer. The actions that the service provider takes to attract new customers are part of the marketing and sales activities, which are the first stages of the customer journey¹².

D). The experience the service user gets from the service provider is not the correct answer, because this is also only a part of the customer journey, not the whole definition. The service user is another term for the user, who may or may not be the customer. The experience the service user gets from the service provider is part of the service delivery and support activities, which are the middle stages of the customer journey¹².

References:

* ITIL 4 Managing Professional Transition Module Sample Paper - English, page 11, question 4, answer B

* ITIL 4 Managing Professional Transition Module Candidate Syllabus - English, page 12, learning outcome 1.6

NEW QUESTION # 75

An organization's lead times and the flow of tasks across value streams are being impacted because tasks often sit waiting in queues. Which technique can be used to overcome this challenge?

- **A. Limiting work-in-progress**
- B. Increasing batch sizes
- C. Clarifying definition of done'
- D. Introducing a push system

Answer: A

Explanation:

Limiting work-in-progress (WIP) is a technique that involves setting a maximum number of tasks that can be in progress at any given stage of the workflow. This helps to reduce the amount of time that tasks spend waiting in queues, which improves the flow of work and reduces the lead time. Limiting WIP also encourages the team to focus on completing the tasks that are already started, rather than starting new ones, which improves the quality and value of the work. Limiting WIP is a key practice of Kanban, which is one of the methods covered in the ITIL 4 Managing Professional Transition module. References:

- * Limiting Work in Progress (WIP) in Scrum with Kanban - What / When / Who / How
- * The Surprising Impact of Limiting Work in Progress on the Flow of Work ...

NEW QUESTION # 76

A company has begun a new global line of business that has changed how IT supports the new systems.

Recognizing the urgent need for two-way communication on the required changes, IT managers are trying to find better ways to obtain feedback than a standing agenda at staff meetings.

Which describes the BEST approach for establishing effective feedback channels?

- A. Publish a printed weekly newsletter that clearly and consistently communicates change
- **B. Research how individual teams communicate internally and use the most popular collaboration tools to collect feedback**
- C. Establish office hours where staff are encouraged to drop by without appointments and discuss any concerns they have
- D. Initiate a project to select and implement a collaboration tool to facilitate two-way communication with staff

Answer: B

Explanation:

According to ITIL 4, one of the guiding principles is to progress iteratively with feedback. This means that IT service providers should break down complex tasks or changes into manageable chunks, seek feedback after each iteration, and use the feedback to improve and adapt their actions. Feedback is essential for co-creating value with customers and stakeholders, as well as for learning and improving the quality of IT services.

Therefore, IT managers should establish effective feedback channels that enable two-way communication with staff and other parties involved in the IT service delivery. The best approach for establishing effective feedback channels is to research how individual teams communicate internally and use the most popular collaboration tools to collect feedback. This way, IT managers can leverage the existing communication preferences and habits of the staff, and avoid imposing a new tool or method that may not be suitable or convenient for them. By using the most popular collaboration tools, IT managers can also ensure that the feedback is timely, relevant, and accessible for all parties. This approach aligns with the ITIL 4 principle of collaborating and promoting visibility, which encourages IT service providers to work together across boundaries, share information, and make use of diverse perspectives and feedback. Therefore, the answer is A). Research how individual teams communicate internally and use the most popular collaboration tools to collect feedback. The other options are not the best approach for establishing effective feedback channels, because they either do not facilitate two-way communication, or do not consider the needs and preferences of the staff. For example, option B. Establish office hours where staff are encouraged to drop by without appointments and discuss any concerns they have, may not be convenient or practical for staff who work remotely or have different schedules. Option C. Initiate a project to select and implement a collaboration tool to facilitate two-way communication with staff, may take too long and may not match the expectations or requirements of the staff. Option D. Publish a printed weekly newsletter that clearly and consistently communicates change, may not be effective or efficient for collecting feedback, as it is a one-way communication channel that does not allow for immediate or interactive responses. References:

- * The 7 Guiding Principles of ITIL 4: Progress iteratively with feedback1
- * Guiding Principles of ITIL 4: Progress Iteratively with Feedback2
- * The customer journey and ITIL 43

NEW QUESTION # 77

A good way to apply the ITIL guiding principle "keep it simple and practical" is to:

- A. Communicate so that the audience will hear
- B. Understand that fast does not mean incomplete
- **C. Adopt a practice which is easy to follow**
- D. Re-use nothing from the current state

Answer: C

Explanation:

Comprehensive Explanation:

