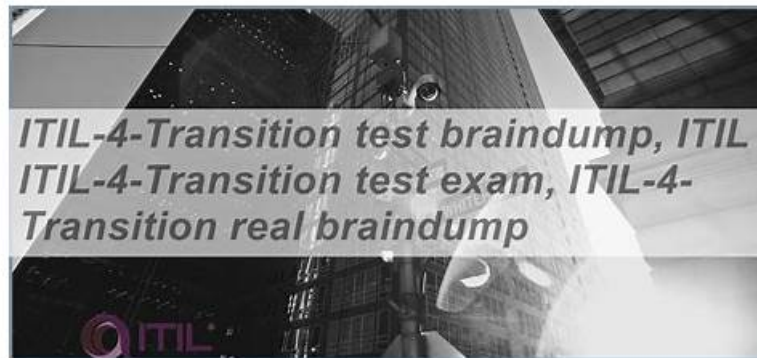


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ITIL 4 Managing Professional Transition Exam covers a range of topics that are relevant to modern IT organizations. These include the ITIL service value system, service value chain, service management practices, and ITIL practices for digital transformation. ITIL-4-Transition Exam also covers ITIL practices for managing stakeholders, governance, risk, and compliance, as well as ITIL practices for managing information and technology.

## ITIL 4 Managing Professional Transition Sample Questions (Q84-Q89):

### NEW QUESTION # 84

The CIO of a large multi-national organization has noticed that the whole IT department are performing poorly. The CIO is committed to changing the behaviour patterns of their staff to improve performance across the whole IT department. Which of the following will BEST help to improve staff behaviour?

- A. Implementing CI/CD tools to deploy software quickly
- **B. Running safe to fail experiments that provide learning opportunities**
- C. Comparing the cost of delay' between work items to ensure that financially valuable work is prioritized
- D. Adopting Kanban boards to visualise the flow of work across software development teams

**Answer: B**

**NEW QUESTION # 85**

What is used as a tool to help define and measure performance?

- **A. A service level agreement**
- B. A change schedule
- C. A continual improvement register
- D. An incident record

**Answer: A**

Explanation:

Comprehensive Explanation:

A Service Level Agreement (SLA) is specifically designed to:

- \* Define expected levels of service
- \* Set targets for performance
- \* Provide a basis for measuring actual service performance

Thus, the SLA functions as the primary tool for defining and measuring service performance in ITIL 4.

Therefore, Option A is correct.

**NEW QUESTION # 86**

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:

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 manner<sup>1</sup>. Effective controls are the mechanisms that prevent, detect, or correct errors, fraud, or non-compliance in the organization's processes and activities<sup>2</sup>. 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 improvements<sup>3</sup>.

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 # 87

Which of the following statements about change authorization is CORRECT?

- A. The technician making an emergency change can authorize such changes
- B. Every time a standard change is requested a change authority is assigned
- C. The change type and model is the basis for assigning the change authority
- D. Ensuring that changes are authorized after deployment is done by the change authority

**Answer: C**

Explanation:

Comprehensive Explanation:

In ITIL 4, change authority assignment is based on:

- \* The type of change (standard, normal, or emergency)
- \* The change model used

Standard changes are pre-authorized, so they do not require a new change authority assignment each time.

Emergency changes require a specific emergency change authority, not the technician.

Changes are never authorized after deployment.

Thus, Option C is the correct ITIL-aligned statement.

#### NEW QUESTION # 88

An organization is attempting to improve the design, development and transition of new services. It recognizes that some ways of working are not focused on creating value.

Which is an example of a working practice that the organization should STOP?

- A. Involving customers and users in testing activities to understand whether the service meets the customers' and users' expectations
- B. Defining the features and functionality of services by relying on the developers' previous experience of designing similar systems for customers
- C. Designing systems with the continual involvement of customers to ensure that any changes in requirements are understood as early as possible
- D. Involving users, customers and other stakeholders when communicating desired outcomes in the form of user stories

**Answer: B**

#### NEW QUESTION # 89

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