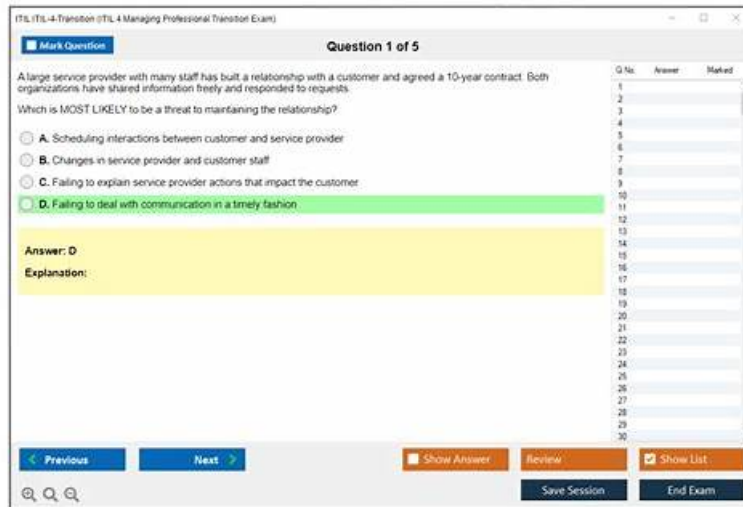


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## ITIL-4-Transition Exam Preparation: ITIL 4 Managing Professional Transition & ITIL-4-Transition Practice Labs

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## ITIL 4 Managing Professional Transition Sample Questions (Q78-Q83):

### NEW QUESTION # 78

Which is a method for value-driven, data-driven and user-centered service design?

- A. Stakeholder analysis
- **B. The MoSCoW method**
- C. Design thinking
- D. Balanced scorecard

**Answer: B**

Explanation:

Explanation

Differential charging is a mechanism that allows the service provider to charge different prices for the same service depending on some pre-defined parameters, such as time of day, location, demand, etc. This way, the service provider can optimize the use of resources and encourage or discourage the consumption of the service at certain times or places. For example, a telecom operator may charge more for a phone call during peak hours than during off-peak hours. This is different from other charging mechanisms, such as:

Cost: The service provider charges the customer the exact amount of money that it costs to deliver the service, without any profit margin or overhead.

Cost plus: The service provider charges the customer the cost of delivering the service plus a fixed percentage or amount of profit.

Market price: The service provider charges the customer the price that is determined by the supply and demand of the service in the market, regardless of the actual cost of delivering the service. References:

Service financial management: ITIL 4 Practice Guide, section 2.2.1

Charging and ITIL Financial Management - What are the options?, section "Internal services - Living on the safe side"

#### NEW QUESTION # 79

Which is an example of results-based measurement and reporting?

- **A. Measuring and reporting the customer satisfaction with closed incidents**
- B. Measuring and reporting the number of supplier-related interruptions to a service
- C. Measuring and reporting the cost of providing a service to customers and users
- D. Measuring and reporting the number of hours worked by service desk employees

**Answer: A**

Explanation:

Results-based measurement and reporting is a method of measuring and reporting the outcomes and value delivered by products and services, rather than the activities and outputs involved in their creation and delivery<sup>12</sup>. Results-based measurement and reporting focuses on the achievement of objectives and the satisfaction of stakeholders, rather than the consumption of resources and the completion of tasks<sup>12</sup>.

An example of results-based measurement and reporting is measuring and reporting the customer satisfaction with closed incidents.

This is because customer satisfaction is an indicator of the value and quality of the incident management practice and the service provided to the customers. Customer satisfaction reflects the extent to which the customers' expectations and needs have been met by the resolution of the incidents. Customer satisfaction can also influence the customer loyalty, retention, and advocacy for the service provider<sup>34</sup>.

The other options are not examples of results-based measurement and reporting, because they measure and report the inputs and outputs of the service delivery, rather than the outcomes and value. Measuring and reporting the number of hours worked by service desk employees, the number of supplier-related interruptions to a service, and the cost of providing a service to customers and users are all examples of activity-based or output-based measurement and reporting. These metrics do not indicate the effectiveness or efficiency of the service delivery, nor the satisfaction or value perceived by the customers and users<sup>12</sup>.

1: ITIL 4 Create, Deliver and Support, AXELOS, 2019, p. 29-30 2: Measurement and reporting management: ITIL 4 Practice Guide, AXELOS, 2020, p. 5-6 3: ITIL 4 Direct, Plan and Improve, AXELOS, 2019, p. 97-98 4: Reporting on value in service management, AXELOS, 2021, 3

#### NEW QUESTION # 80

What is the definition of 'service management'?

- A. Joint activities performed by a service provider and a service consumer to ensure continual value co- creation
- B. A result for a stakeholder enabled by one or more outputs
- C. A formal description of one or more services, designed to address the needs of a target consumer group
- **D. A set of specialized organizational capabilities for enabling value for customers in the form of services**

**Answer: D**

Explanation:

Comprehensive and Detailed Explanation From Exact Extract of ITIL 4 Managing Professional Transition:

ITIL 4 defines service management as:

"A set of specialized organizational capabilities for enabling value for customers in the form of services."

\* This reflects how an organization uses its resources and competencies to deliver services and create value.

\* Option B defines an outcome, not service management.

\* Option C describes a service offering.

\* Option D refers to service relationships. Thus, Option A is the precise ITIL 4 definition of service management.

#### NEW QUESTION # 81

Which is an example of results-based measurement and reporting?

- **A. Measuring and reporting the customer satisfaction with closed incidents**
- B. Measuring and reporting the number of supplier-related interruptions to a service
- C. Measuring and reporting the cost of providing a service to customers and users
- D. Measuring and reporting the number of hours worked by service desk employees

**Answer: A**

Explanation:

Explanation

Results-based measurement and reporting is a method of measuring and reporting the outcomes and value delivered by products and services, rather than the activities and outputs involved in their creation and delivery<sup>12</sup>. Results-based measurement and reporting focuses on the achievement of objectives and the satisfaction of stakeholders, rather than the consumption of resources and the completion of tasks<sup>12</sup>.

An example of results-based measurement and reporting is measuring and reporting the customer satisfaction with closed incidents. This is because customer satisfaction is an indicator of the value and quality of the incident management practice and the service provided to the customers. Customer satisfaction reflects the extent to which the customers' expectations and needs have been met by the resolution of the incidents. Customer satisfaction can also influence the customer loyalty, retention, and advocacy for the service provider<sup>34</sup>.

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#### NEW QUESTION # 82

Information that is needed to resolve problems is difficult to obtain because IT staff are worried that they will be blamed for mistakes.

Which concept can MOST help to resolve this?

- A. Agile
- B. Valuable investments
- C. Design thinking
- **D. Safety culture**

**Answer: D**

#### NEW QUESTION # 83

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