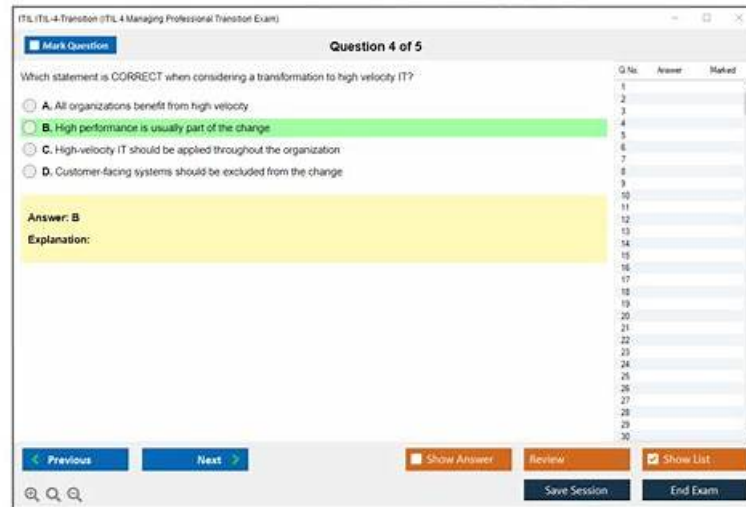


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ITIL 4 Managing Professional Transition Sample Questions (Q47-Q52):

NEW QUESTION # 47

Which charging mechanism could cause the price of a service to change depending on the time of day?

- A. Market price
- B. Differential charging
- C. Cost
- D. Cost plus

Answer: B

NEW QUESTION # 48

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

Answer: C

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 # 49

Which of the following statements about change authorization is CORRECT?

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

Answer: B

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 # 50

Which is an example of a digital organization?

- **A. An organization which uses IT to change its strategic direction**

- B. An organization which uses IT to support its operational processes
- C. An organization which uses IT to improve its 'service desk' practice
- D. An organization which has undergone an IT transformation

Answer: A

NEW QUESTION # 51

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

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

Answer: C

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 # 52

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