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

### NEW QUESTION # 63

Which describes the customer journey?

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

**Answer: B**

### NEW QUESTION # 64

Which practice requires skills such as empathy and emotional intelligence?

- A. Problem management
- **B. Service desk**
- C. Continual improvement
- D. Service request management

**Answer: B**

Explanation:

Comprehensive Explanation:

The Service Desk is the single point of contact for users and must:

- \* Communicate effectively
- \* Show empathy
- \* Understand the user's emotional state
- \* Provide reassurance and support

ITIL emphasizes people skills as essential for service desk interaction.

### NEW QUESTION # 65

An organization is undergoing a significant cultural change as a result of introducing Agile and DevOps practices.

How can managers use Toyota Kata to help employees adjust to these different ways of working?

- A. By encouraging widespread changes that involve the teams starting from scratch
- B. By making hard decisions for the teams and providing step-by-step guidance
- **C. By encouraging the practicing of routines to unlearn old habits and learn new ones**
- D. By creating detailed plans that predetermine how to approach large changes

**Answer: C**

Explanation:

Toyota Kata is a way of managing teams, teaching them to adopt the methods used and perfected by Toyota.

It is based on the idea of practicing routines or patterns that help people learn new skills and behaviors. By encouraging the practicing of routines to unlearn old habits and learn new ones, managers can help employees adjust to the different ways of working that Agile and DevOps require. For example, managers can use the Improvement Kata to help teams set challenging goals, experiment with solutions, learn from obstacles, and adapt to changing conditions. Managers can also use the Coaching Kata to provide feedback and guidance to teams, and help them develop scientific thinking and problem-solving skills. References:

- \* Toyota Kata - Wikipedia
- \* What is the Toyota Kata? | Kanban Tool
- \* Toyota Kata - Habits for Continuous Improvements

### NEW QUESTION # 66

When an organization has initiated an IT transformation project, which 'organizational change management' activity should it carry out FIRST?

- A. Develop a value stream map of the desired future changes
- **B. Create a clear picture of what is changing and why it is valuable**
- C. Create corrective action plans for staff who are resistant to the change
- D. Communicate areas of waste that can be eliminated

**Answer: B**

Explanation:

The correct answer is A because creating a clear picture of what is changing and why it is valuable is the first step in organizational change management. Organizational change management is the practice of ensuring that changes are effectively and smoothly implemented, and that the lasting benefits of change are achieved.

Creating a clear picture of the change involves defining the vision, scope, objectives, and benefits of the change, and communicating them to the stakeholders. This helps to create a sense of urgency, alignment, and commitment for the change, and to overcome resistance and ambiguity.

The other options are not correct because they are not the first activity in organizational change management.

Developing a value stream map of the desired future changes (option B) is a useful technique to identify and optimize the flow of value, but it is not the first activity. It requires a clear understanding of the change and its value proposition, which is established in option A. Creating corrective action plans for staff who are resistant to the change (option C) is a reactive and punitive approach to change management, which can create more resentment and distrust. It is not the first activity, nor the best practice, in organizational change management.

Communicating areas of waste that can be eliminated (option D) is a part of the lean approach to service management, which aims to optimize value by reducing waste and inefficiencies. However, it is not the first activity in organizational change management, as it does not address the vision, scope, objectives, and benefits of the change, which are essential for creating a clear picture of the change.

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ITIL 4 Managing Professional Transition Module Sample Paper - English, Question 3, Page 5 ITIL 4 Managing Professional: Transition Module | Axelos, Section "What is the ITIL 4 Managing Professional Transition Module?", Paragraph 3 ITIL 4 Managing Professional Transition Course Online - Simplilearn, Section "Course Overview", Paragraph 2

[ITIL 4 Foundation: ITIL 4 Edition], Chapter 7, Section 7.2.1, Page 146

[ITIL 4 Foundation: ITIL 4 Edition], Chapter 7, Section 7.2.2, Page 147

[ITIL 4 Foundation: ITIL 4 Edition], Chapter 7, Section 7.2.3, Page 148

[ITIL 4 Foundation: ITIL 4 Edition], Chapter 7, Section 7.2.4, Page 149

[ITIL 4 Foundation: ITIL 4 Edition], Chapter 7, Section 7.2.5, Page 150

[ITIL 4 Foundation: ITIL 4 Edition], Chapter 7, Section 7.2.6, Page 151

[ITIL 4 Foundation: ITIL 4 Edition], Chapter 7, Section 7.2.7, Page 152

[ITIL 4 Foundation: ITIL 4 Edition], Chapter 7, Section 7.2.8, Page 153

### NEW QUESTION # 67

What is the MOST LIKELY reason for an organization to delay a transformation to high velocity?

- A. The organization needs high levels of IT service availability
- B. The organization is facing rapidly changing customer needs
- C. The organization needs to maintain high levels of information security
- **D. The organization is not ready for a cultural change**

**Answer: D**

Explanation:

Explanation

The most likely reason for an organization to delay a transformation to high velocity is that the organization is not ready for a cultural change. High velocity IT requires a significant shift in the mindset, values, and behaviors of the organization and its people, as well as the adoption of new ways of working, such as agile, lean, and DevOps. These changes can be challenging and disruptive for some organizations, especially those that have a traditional, hierarchical, or siloed culture. Therefore, the organization may need to assess its readiness and willingness for a cultural change before embarking on a transformation to high velocity IT. This reason is supported by the following references:

ITIL 4 Specialist: High-velocity IT explores the ways in which digital organizations and digital operating models function in high velocity environments1 ITIL 4 High-velocity IT: the digital enterprise2 ITIL4 Specialist: High Velocity IT3

## NEW QUESTION # 68

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