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ITIL 4 MP transition certification enables professionals to develop new knowledge and skills and update their existing ITIL V3 or ITIL 2011 qualifications to become an ITIL Managing Professional. ITIL 4 Managing Professional Transition certification covers four specialist modules: Create, Deliver and Support, Drive Stakeholder Value, High-Velocity IT, and Direct, Plan and Improve. The modules integrate and expand on the ITIL V3 lifecycle modules and the related capability modules, providing organizations with an integrated approach to IT service management.

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ITIL 4 Managing Professional Transition Sample Questions (Q34-Q39):

NEW QUESTION # 34

In which TWO situations should be ITIL guiding principles be considered?

1. In every initiative
2. In all relationships with stakeholders
3. Only specific initiatives where the principle is relevant
4. Only specific stakeholder relationships where the principle is relevant

- A. 1 and 4
- B. 3 and 4
- C. 1 and 2
- D. 2 and 3

Answer: C

NEW QUESTION # 35

In which TWO situations should be ITIL guiding principles be considered?

1. In every initiative
2. In all relationships with stakeholders
3. Only specific initiatives where the principle is relevant
4. Only specific stakeholder relationships where the principle is relevant

- A. 3 and 4
- B. 1 and 2
- C. 2 and 3
- D. 1 and 4

Answer: D

Explanation:

Explanation

An 'outside in' approach is one that focuses on the customer perspective and value, rather than the internal processes and governance of the IT organization. According to ITIL 4, this approach helps to co-create value with customers and users, and align the IT services with the business strategy and outcomes. Therefore, conducting customer and user satisfaction surveys to gather feedback on how customers and users perceive the support of IT services is an example of an 'outside in' approach, as it helps to understand the customer needs, expectations, and experiences. The other options are examples of an 'inside out' approach, as they focus on the internal aspects of the IT organization, such as the suppliers, the technical teams, and the software tools, rather than the customer value and outcomes. References:

ITIL and Value: Co-Creating Value in Organisations with ITIL 4

Using ITIL to move to a service culture2

ITIL 4 Managing Professional Transition Module

ITIL 4 Managing Professional Transition Module - Courseware

NEW QUESTION # 36

A good way to apply the ITIL guiding principle Focus on value is to:

- A. Be aware of system complexity
- B. Do fewer tasks but in a better way with higher quality
- C. Understand the whole but do something
- D. Understand why services are used by service consumers

Answer: D

Explanation:

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

The guiding principle Focus on value emphasizes:

"Everything the organization does must map to value for stakeholders."

A key recommended practice under this principle is:

* Understanding how service consumers use the service and why it is valuable to them

Options B and C relate to Think and work holistically.

Option D relates loosely to Keep it simple and practical or process streamlining.

Therefore, Option A is the correct application of Focus on value.

NEW QUESTION # 37

An organization is implementing new technology that will significantly improve how they interact with their customers. Which term BEST describes this situation?

- A. High velocity IT
- B. Digital organization
- C. Digital transformation
- D. IT transformation

Answer: C

Explanation:

Digital transformation is the process of using digital technologies to create new or modify existing business processes, culture, and customer experiences to meet changing business and market requirements¹. It is not just about implementing new technology, but also about changing the way an organization operates and delivers value to its customers. High velocity IT is one of the four dimensions of service management in ITIL

4, which refers to the rapid delivery and operation of IT-enabled products and services that can continuously evolve². Digital organization and IT transformation are not specific terms defined in ITIL 4, but they could be related to digital transformation in some contexts. References:

- * ITIL 4 and Digital Transformation
- * [ITIL 4 Foundation: High Velocity IT]

NEW QUESTION # 38

Which practice has a purpose that involves creating closer, more collaborative relationships?

- A. Supplier management
- B. Information security management
- C. Release management
- D. Service configuration management

Answer: A

Explanation:

Comprehensive Explanation:

The purpose of Supplier Management includes:

Ensuring that the organization's suppliers and their performance are adequately managed to support value creation through strong, collaborative relationships.

Thus, Option A is correct.

NEW QUESTION # 39

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