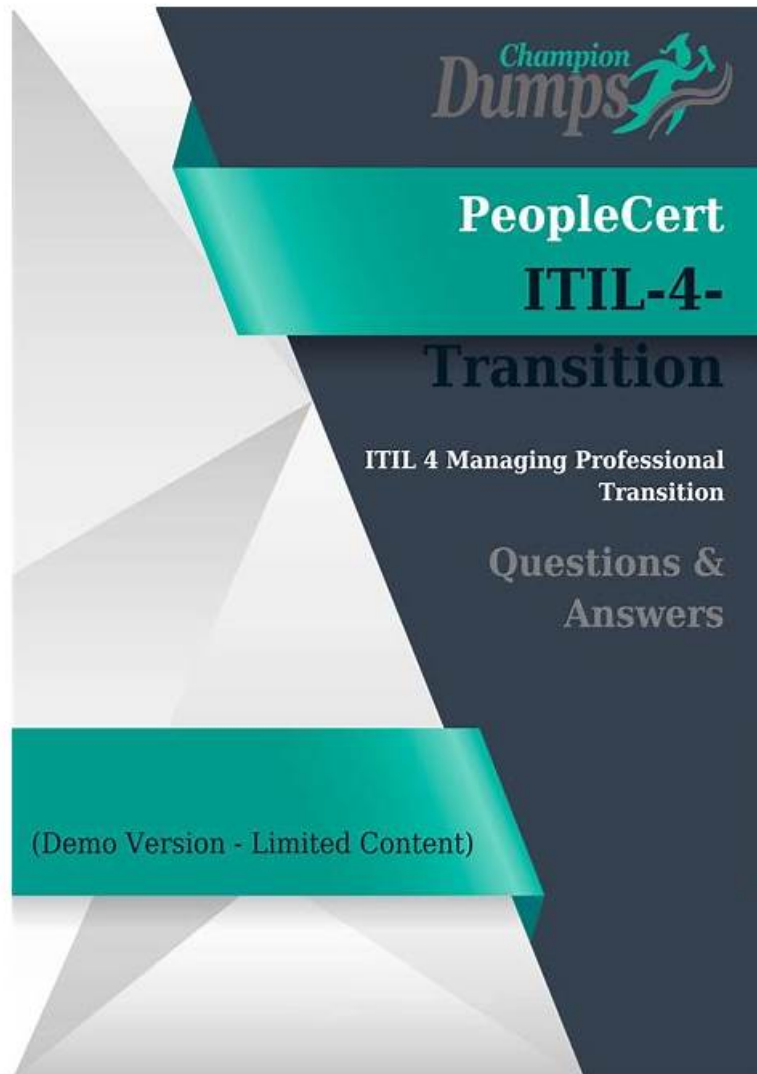


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ITIL-4 Transition certification exam is designed for IT professionals who have already earned ITIL v3 Expert certification or have completed a minimum of 17 credits from both ITIL v3 and ITIL 4 Foundation. The ITIL 4 Managing Professional Transition certification provides a clear transition path for professionals who have invested their time and efforts in ITIL v3 and want to move forward with ITIL 4. ITIL 4 Managing Professional Transition certification validates the candidate's knowledge and skills in the latest ITIL 4 framework, enabling them to manage and deliver IT services effectively.

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ITIL 4 Managing Professional Transition Sample Questions (Q94-Q99):

NEW QUESTION # 94

What BEST describes the relationship between planning and risk?

- A. Planning focuses on what needs to be accomplished, risk management is part of how work is to be performed
- B. Planning is a high level function, risk management is a tactical activity
- C. Risk management is the exclusive domain of dedicated risk managers
- D. Planning should always consider risks and how to mitigate them

Answer: D

Explanation:

The correct answer is B because planning is the process of defining and organizing the activities and resources needed to achieve the objectives of a service or product. Planning should always consider the risks that may affect the delivery of value, and how to mitigate them. Risk management is the practice of identifying, analyzing, evaluating, and treating uncertainties that could prevent the achievement of goals or objectives. Risk management is an integral part of planning, as well as other service management practices, such as governance, continual improvement, and change control.

The other options are not correct because they do not describe the relationship between planning and risk accurately. Option A is wrong because planning and risk management are both strategic and tactical functions, depending on the scope and level of detail. Option C is wrong because planning does not only focus on what needs to be accomplished, but also how, when, who, and why. Risk management is not just part of how work is to be performed, but also why and what. Option D is wrong because risk management is not the exclusive domain of dedicated risk managers, but a shared responsibility of all stakeholders involved in service management.

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NEW QUESTION # 95

Which statement is CORRECT when considering a transformation to high velocity IT?

- A. High-velocity IT should be applied throughout the organization
- B. Customer-facing systems should be excluded from the change
- C. All organizations benefit from high velocity
- D. High performance is usually part of the change

Answer: D

Explanation:

Explanation

A transformation to high velocity IT is a change that involves adopting digital operating models and practices that enable organizations to deliver products and services faster, better, and cheaper. High velocity IT is not suitable for all organizations or all parts of an organization, as it depends on the context, culture, and objectives of each situation. Therefore, statements A and C are incorrect. High velocity IT is especially relevant for customer-facing systems, as they need to meet the changing needs and expectations of customers in a competitive and dynamic environment. Therefore, statement D is also incorrect. High performance is usually part of the change, as high velocity IT aims to improve the quality, value, and outcomes of the products and services delivered, as well as the efficiency, effectiveness, and agility of the processes and practices involved. Therefore, statement B is correct. References:

ITIL 4 Specialist: High-velocity IT | Axelos

ITIL 4 High-velocity IT: the digital enterprise | Axelos

ITIL 4 High Velocity IT (HVIT) Book - EVERYONE - Skillsoft

NEW QUESTION # 96

A good way to apply the ITIL guiding principle "keep it simple and practical" is to:

- A. Re-use nothing from the current state
- B. Understand that fast does not mean incomplete
- C. Communicate so that the audience will hear
- **D. Adopt a practice which is easy to follow**

Answer: D

Explanation:

Comprehensive Explanation:

The guiding principle Keep it simple and practical advises:

- * Use the minimum number of steps required.
- * Eliminate unnecessary complexity.
- * Choose simple, easy-to-follow solutions whenever possible.

Option C aligns directly with this: adopting a simple, easy-to-use practice reflects the core idea of keeping things simple and practical.

NEW QUESTION # 97

Which are elements of the service value system?

- A. Outcomes, utility, warranty
- B. Customer value, stakeholder value, organization
- C. Service provision, service consumption, service relationship management
- **D. Governance, service value chain, practices**

Answer: D

NEW QUESTION # 98

An organization with established processes for managing incidents, changes, and problems, receives a high volume of calls from users complaining that their issues are not being resolved efficiently.

What is the FIRST step the organization should take to start to improve the situation?

- A. Review skills and competencies of user support staff to ensure they have the required capability
- **B. Use value stream mapping to help understand the end-to-end flow of user support**
- C. Encourage teams to collaborate so they can focus on value for users
- D. Improve the integration of tools to ensure there are no gaps between processes

Answer: B

Explanation:

Value stream mapping is a lean tool that documents the step-by-step processes required to bring a product or service to market. It helps visualize, analyze, and improve all the steps involved by identifying waste and reducing process cycle times. The ultimate goal of VSM is to create more value for customers while improving overall efficiency¹. An organization that receives a high volume of calls from users complaining that their issues are not being resolved efficiently should use value stream mapping to help understand the end-to-end flow of user support. By laying out each step in detail within the user support process, VSM helps the organization better understand and more easily identify optimization opportunities. VSM also helps the organization see more than waste in their user support process, including the sources of waste, the value-adding and non-value-adding activities, the material and information flow, and the decisions that affect the flow². Using value stream mapping, the organization can create a current state map that shows the actual condition of the user support process, and a future state map that shows the target image of how the user support process should work after making improvements. VSM also forms the basis of an implementation plan, a blueprint for improvement, that helps the organization design how the whole user support process should operate². Therefore, using value stream mapping is the first step the organization should take to start to improve the situation. References:

- * Understanding the Fundamentals of Value-Stream Mapping
- * Value stream mapping: Examples, process, template, and symbols

NEW QUESTION # 99

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