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ITIL 4 Managing Professional Transition Sample Questions (Q80-Q85):

NEW QUESTION # 80
A customer is retiring a service and has terminated the contract for the service with the service provider. The service provider will continue to deliver other services to the customer. Which should the service provider include in the plans to off board the service?

- A. Identifying and making request for outstanding payments for the service
- B. Creating training schedules for users on how to use the service
- C. Ensuring that user access rights are revoked for all services
- D. Providing information to users about how to contact the service desk

Answer: A

Explanation:
Explanation
The correct answer is D. Identifying and making request for outstanding payments for the service. This is because the service provider should ensure that the financial obligations of the customer are fulfilled before the service is terminated. The service provider should also update the billing and accounting records, and close any open invoices or disputes related to the service12.
A: Ensuring that user access rights are revoked for all services is not the correct answer, because the service provider should only revoke the user access rights for the service that is being retired, not for all services. The service provider should also ensure that the customer data and assets related to the service are securely deleted or transferred, and that the service provider staff are reassigned or released12.
B: Providing information to users about how to contact the service desk is not the correct answer, because the service desk is not relevant for the service that is being retired. The service provider should provide information to users about how to access alternative or replacement services, if any, and how to provide feedback or complaints about the service retirement process12.
C: Creating training schedules for users on how to use the service is not the correct answer, because the service is being retired, not introduced. The service provider should not invest any resources or efforts in training users on how to use a service that will no longer be available. The service provider should instead focus on communicating the service retirement plan and timeline, and managing the expectations and emotions of the users12. References:
ITIL 4 Managing Professional Transition Module Sample Paper - English, page 10, question 3, answer D ITIL 4 Managing Professional Transition Module Candidate Syllabus - English, page 11, learning outcome 1.5

NEW QUESTION # 81
What is a user?

- A. The role that uses services
- B. The role that defines the requirements for a service
- C. The role that authorizes budget for service consumption
- D. The role that directs and controls an organization

Answer: A

Explanation:
Comprehensive and Detailed Explanation From Exact Extract of ITIL 4 Managing Professional Transition:
According to ITIL 4, a user is defined as "a person who uses services."
* Users are distinct from customers or sponsors.
* A customer is the person who defines the requirements for a service and takes responsibility for outcomes.
* A sponsor is the role that authorizes the budget for service consumption. Therefore, the role that uses the service is referred to as a user, making Option B correct.

NEW QUESTION # 82
What is the expected outcome from using a service value chain?

- A. Value realization
- B. The application of practices
- C. Service value streams
- D. Customer engagement

Answer: A

Explanation:
Explanation
The expected outcome from using a service value chain is value realization. Value realization is the process of ensuring that the intended benefits of a product or service are achieved or exceeded. Value realization is not only about delivering value to customers, but also capturing value for the service provider and other stakeholders. The service value chain is an operating model that outlines the key activities required to respond to demand and facilitate value realization through the creation and management of products and services. The service value chain consists of six activities: plan, improve, engage, design and transition, obtain/build, and deliver and support. Each activity contributes to value creation by transforming various inputs into specific outputs. The service value chain can be configured in different ways to form service value streams, which are the end-to-end workflows that deliver a specific product or service to a customer or user. The service value chain also enables the application of practices, which are sets of organizational

resources and capabilities that help perform work or accomplish an objective. The service value chain is flexible and adaptable to different contexts and scenarios, allowing the service provider to optimize the use of resources and deliver value in the most effective and efficient way. References:
ITIL 4 Foundation: ITIL 4 Edition, section 4.2.1
ITIL4 Service Value Chain [ITIL4 SVC Activities with Examples], section "ITIL 4 Service Value Chain Model"

NEW QUESTION # 83
Which statement about user communities is CORRECT?

- A. Communities set up by users may be recognized and supported by service providers
- B. User communities are created by service providers to investigate the cause of problems
- C. Every user community should have at least one super-user
- D. Informal user communities should be disbanded and merged into official groups

Answer: A

Explanation:
User communities are groups of people who share a common interest or need related to a service or product.
They can be formal or informal, online or offline, and may be initiated by service providers or users themselves. User communities can provide valuable feedback, insights, and support for service providers, as well as enhance the user experience and satisfaction. Therefore, service providers may recognize and support user communities that are set up by users, as long as they respect their autonomy and do not interfere with their activities. User communities are not created by service providers to investigate the cause of problems (option A), nor should they be disbanded or merged into official groups (option C). User communities may or may not have super-users, who are users with advanced skills or knowledge who can help other users, but this is not a requirement for every user community (option D). References: ITIL 4 Foundation, page 77; ITIL 4 Specialist: Drive Stakeholder Value, page 33.

NEW QUESTION # 84
Which two stakeholders co-create value in the service relationship?

- A. The investor and supplier
- B. The provider and supplier
- C. The consumer and provider
- D. The investor and consumer

Answer: C

NEW QUESTION # 85
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