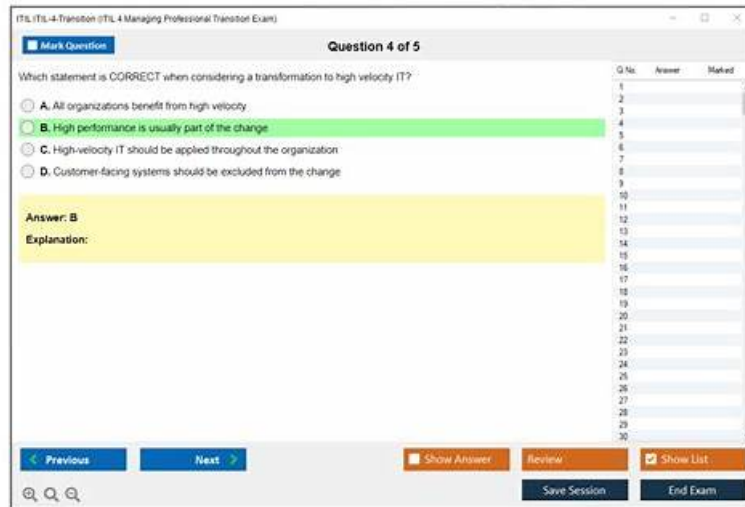# Easy to Use and Compatible VCETorrent ITIL ITIL-4-Transition Exam Questions Formats

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ITIL 4 Managing Professional Transition Sample Questions (Q58-Q63):

NEW QUESTION # 58
An organization's customers have historically been satisfied with the functionality and performance of its service. Recently, hovewer, the organization is getting complaints about both the performance of the services and areas such as sales and customer support. How BEST can the organization collect the information needed to address these complaints?

- A. Conduct satisfaction surveys after service interactions
- B. Collect customer experience and service level metrics
- C. Gather customer service performance metrics and map to SLAs
- D. Use feedback from service reviews to assess value realization

Answer: B

Explanation:
Explanation
The best way for the organization to collect the information needed to address the complaints is to collect customer experience and service level metrics. Customerexperience metrics are measures of how customers perceive the quality and value of the service and the interactions they have with the service provider. Service level metrics are measures of how well the service meets the agreed requirements and expectations of the customers and users. By collecting both types of metrics, the organization can identify the gaps and issues in the service delivery and the customer journey, and take actions to improve them. Some examples of customer experience metrics are customer satisfaction, net promoter score, customer effort score, and customer loyalty.
Some examples of service level metrics are availability, reliability, performance, and incident resolution time.
References:https://www.axelos.com/resource-hub/blog/itil-4-leads-to-value
https://www.genroe.com/blog/what-is-the-role-of-customer-feedback-in-the-itil-framework/861

NEW QUESTION # 59
An organization is attempting to improve the design, development and transition of new services. It recognizes that some ways of working are not focused on creating value.
Which is an example of a working practice that the organization should STOP?

- A. Involving customers and users in testing activities to understand whether the service meets the customers' and users' expectations
- B. Involving users, customers and other stakeholders when communicating desired outcomes in the form of user stones
- C. Designing systems with the continual involvement of customers to ensure that any changes in requirements are understood as early as possible
- D. Defining the features and functionality of services by relying on the developers' previous experience of designing similar systems for customers

Answer: D

Explanation:
Explanation
This working practice is not focused on creating value because it does not involve the customers or users in defining the requirements and expectations of the service. It also assumes that the developers' previous experience is relevant and sufficient for the current situation, which may not be the case. This practice may lead to delivering a servicethat does not meet the needs and preferences of the customers or users, or that is not aligned with the organization's strategy and objectives. References:
ITIL 4 Managing Professional Transition Module Sample Paper - English1, page 6, question 1, answer A ITIL 4 Foundation: ITIL 4 Edition2, page 67, section 4.1.1, paragraph 2 ITIL 4 Managing Professional: Create, Deliver and Support3, page 9, section 1.1, paragraph 3 ITIL 4 Managing Professional: Direct, Plan and Improve4, page 11, section 1.1, paragraph 2

NEW QUESTION # 60
A legacy financial system requires the user to manually enter the time and date of the transaction to meet regulatory requirements. A recent internal audit has shown that these fields are often blank.
Which are effective controls that could improve compliance?
1. Modify the application to automatically add the current time and date when transaction is entered
2. Establish a communication plan to remind users of the importance of time and date on transactions
3. Develop a goals cascade so all staff know their role in achieving company goals
4. Create a report showing non-compliant records and take action to correct

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

Answer: D

Explanation:
Explanation
According to ITIL 4, an effective control environment is one that ensures that the organization's objectives are achieved in a reliable and compliant manner1. Effective controls are the mechanisms that prevent, detect, or correct errors, fraud, or non-compliance in the organization's processes and activities2. Some of the characteristics of effective controls are that they are aligned with the organization's goals, policies, and standards, they are proportionate to the level of risk, they are consistent and transparent, they are

regularly monitored and reviewed, and they are responsive to changes and improvements3.

In the scenario given, the legacy financial system requires the user to manually enter the time and date of the transaction to meet regulatory requirements, but these fields are often blank. This indicates a lack of compliance and accuracy in the financial reporting process, which could expose the organization to legal, financial, or reputational risks. Therefore, some effective controls that could improve compliance are:

Modify the application to automatically add the current time and date when transaction is entered. This is a preventive control that reduces the risk of human error or omission by ensuring that the required information is always captured and recorded in the system. This control also enhances the efficiency and reliability of the process by eliminating the need for manual input.

Create a report showing non-compliant records and take action to correct. This is a detective and corrective control that identifies and resolves any instances of non-compliance or inaccuracy in the financial records. This control also provides feedback and evidence for the performance and effectiveness of the process and the controls.

The other options are not effective controls for improving compliance in this scenario because they do not directly address the root cause of the problem or provide a specific solution. Establishing a communication plan to remind users of the importance of time and date on transactions is a good practice, but it does not guarantee that the users will follow the instructions or comply with the requirements. Developing a goals cascade so all staff know their role in achieving company goals is a strategic activity, but it does not specify how the financial reporting process or the legacy system will be improved or controlled. Therefore, the best answer is D. 1 and 4. References:

1: ITIL 4 Managing Professional: Transition Module | Axelos
2: ITIL 4 Managing Professional Transition Course Online - Simplilearn
3: ITIL 4 MP Transition: a transformed framework | Axelos
4: Internal Controls for Better Compliance | Reducing Risk
5: Internal Controls: The Definitive Guide for Risk and Compliance Professionals - RiskOptics
6: How to Establish an Effective Control Environment

NEW QUESTION # 61

Which guiding principle would help the MOST in breaking down silos and elimating conflicting goals?

- A. Progress iteratively with feedback
- B. Start where you are
- C. Collaborate and promote visibility
- D. Optimize and automate

Answer: C

NEW QUESTION # 62

What do Lean and Agile consider a barrier to high performance?

- A. Pulling versus pushing work
- B. Limiting work-in-progress
- C. Making work visible
- D. Large batch sizes of work

Answer: D

NEW QUESTION # 63

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