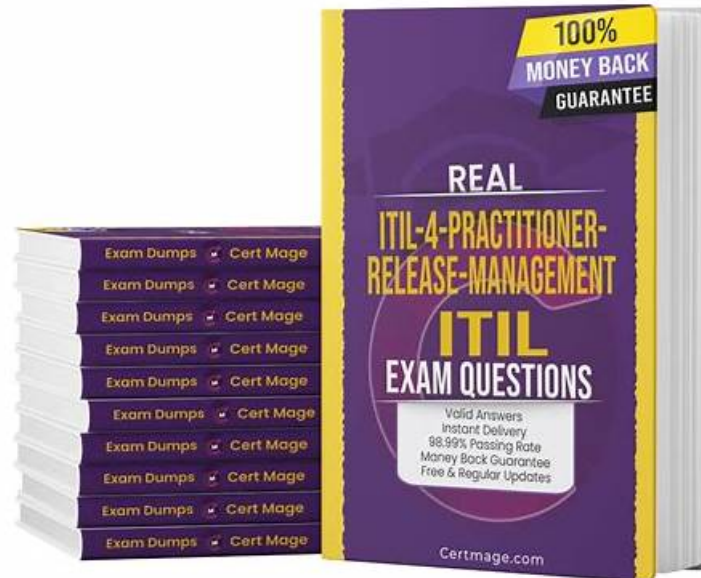


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ITIL 4 Managing Professional Transition Sample Questions (Q45-Q50):

NEW QUESTION # 45

Which describes the customer journey?

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

Answer: B

Explanation:

Explanation

The correct answer is B. The end-to-end experience customers have with service providers. This is because the customer journey is a term that describes the complete lifecycle of a customer's interaction with a service provider, from the initial awareness and engagement, to the purchase and consumption, to the retention and advocacy¹². The customer journey helps to understand the customer's needs, expectations, emotions, and satisfaction at each touchpoint, and to identify the opportunities for improvement and innovation.

A: The actions that the user undertakes to be able to use the service is not the correct answer, because this is only a part of the customer journey, not the whole definition. The user is the person who uses the service, not necessarily the person who pays for it or decides to use it. The actions that the user undertakes to be able to use the service are also known as the user journey, which is a subset of the customer journey¹².

C: The actions that the service provider takes to attract new customers is not the correct answer, because this is also only a part of the customer journey, not the whole definition. The service provider is the organization that provides the service, not the customer. The actions that the service provider takes to attract new customers are part of the marketing and sales activities, which are the first stages of the customer journey¹².

D: The experience the service user gets from the service provider is not the correct answer, because this is also only a part of the customer journey, not the whole definition. The service user is another term for the user, who may or may not be the customer. The experience the service user gets from the service provider is part of the service delivery and support activities, which are the middle stages of the customer journey¹². References:

ITIL 4 Managing Professional Transition Module Sample Paper - English, page 11, question 4, answer B
ITIL 4 Managing Professional Transition Module Candidate Syllabus - English, page 12, learning outcome 1.6

NEW QUESTION # 46

The CIO of a large multi-national organization has noticed that the whole IT department are performing poorly. The CIO is committed to changing the behaviour patterns of their staff to improve performance across the whole IT department.

Which of the following will BEST help to improve staff behaviour?

- A. Comparing the cost of delay' between work items to ensure that financially valuable work is prioritized
- B. Adopting Kanban boards to visualise the flow of work across software development teams
- C. Implementing CI/CD tools to deploy software quickly
- **D. Running safe to fail experiments that provide learning opportunities**

Answer: D

Explanation:

Explanation

Running safe to fail experiments that provide learning opportunities is the best option to improve staff behaviour, as it aligns with the ITIL 4 guiding principle of progress iteratively with feedback¹. This principle encourages the use of experimentation and learning from failures to improve the service and the organization. By running safe to fail experiments, the staff can test new ideas, learn from the outcomes, and adapt their behaviour accordingly. This can foster a culture of innovation, collaboration, and continuous improvement in the IT department. The other options are not directly related to improving staff behaviour, but rather to improving the efficiency and effectiveness of the service delivery. Comparing the cost of delay between work items to ensure that financially valuable work is prioritized is a technique for value stream optimization, which is part of the ITIL 4 practice of service value stream management². Implementing CI/CD tools to deploy software quickly is a method for achieving high-velocity IT, which is one of the ITIL 4 specialist modules³. Adopting Kanban boards to visualize the flow of work across software development teams is a tool for implementing agile and lean approaches, which are also part of the ITIL 4 framework³. While these options may have some positive impact on staff behaviour, they are not the primary focus or the best way to achieve it. References: 3, 2, 1

NEW QUESTION # 47

The CIO of a large multi-national organization has noticed that the whole IT department are performing poorly. The CIO is committed to changing the behaviour patterns of their staff to improve performance across the whole IT department. Which of the following will BEST help to improve staff behaviour?

- A. Comparing the cost of delay' between work items to ensure that financially valuable work is prioritized
- B. Adopting Kanban boards to visualise the flow of work across software development teams
- C. Implementing CI/CD tools to deploy software quickly
- D. Running safe to fail experiments that provide learning opportunities

Answer: D

NEW QUESTION # 48

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

Answer: C

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 service that 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 # 49

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

Answer: B

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 # 50

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