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ITIL 4 Managing Professional Transition Sample Questions (Q51-Q56):

NEW QUESTION # 51

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

Answer: B

NEW QUESTION # 52

How should the seven guiding principles be combined when an organization is making a decision?

- A. By using all the guiding principles equally when making any decision
- B. By using the focus on value' principle and one or two others that are relevant to the specific decision
- C. By using the one or two guiding principles that are most relevant to the specific decision
- **D. By reviewing each guiding principle to decide how relevant it is to the specific decision**

Answer: D

NEW QUESTION # 53

What is the expected outcome from using a service value chain?

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

Answer: B

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 # 54

A service provider is in a partnership relationship with a service consumer. The services provided are complex with new functionality and improvements constantly being developed using agile methods.

Which is the BEST approach for validating service value?

- A. Produce service level reports and an analysis of the cost and risks of service delivery
- B. Perform ad-hoc service reviews and produce reports of service outputs
- C. Regularly perform user satisfaction surveys and an analysis of the costs and risks removed from the service consumer
- **D. Work together to identify methods of checking service value and check that value propositions are still valid**

Answer: D

Explanation:

Explanation

The best approach for validating service value in a partnership relationship with a service consumer is to work together to identify methods of checking service value and check that value propositions are still valid. This is because this approach aligns with the ITIL 4 guiding principles of focus on value, collaborate and promote visibility, and progress iteratively with feedback¹.

By working together, the service provider and the service consumer can co-create value and ensure that the services delivered meet the needs and expectations of the service consumer and other stakeholders. They can also share information and feedback, and adjust the services accordingly to respond to changing requirements and opportunities. Moreover, they can jointly define the criteria and indicators for measuring and validating the value of the services, such as the outcomes, costs, risks, and benefits²³.

The value propositions of the services are the statements that describe the benefits and value that the services offer to the service consumer and other stakeholders. They are based on the understanding of the service consumer's needs, preferences, and goals. The value propositions should be regularly reviewed and validated to ensure that they are still relevant and accurate, and that they reflect the current and future value of the services⁴⁵.

The other options are not the best approach for validating service value, because they are either too narrow, too passive, or too reactive. They do not involve the active collaboration and co-creation of value between the service provider and the service consumer, nor do they account for the complexity and agility of the services provided.

References: 1: ITIL 4 Foundation: ITIL 4 Edition, AXELOS, 2019, p. 13-15 2: ITIL 4 Direct, Plan and Improve, AXELOS, 2019, p. 97-98 3: Reporting on value in service management, AXELOS, 2021, 3 4: ITIL 4 Create, Deliver and Support, AXELOS, 2019, p. 17-18 5: ITIL 4 Drive Stakeholder Value, AXELOS, 2019, p. 25-26

NEW QUESTION # 55

A company has begun a new global line of business that has changed how IT supports the new systems.

Recognizing the urgent need for two-way communication on the required changes, IT managers are trying to find better ways to obtain feedback than a standing agenda at staff meetings.

Which describes the BEST approach for establishing effective feedback channels?

- A. Research how individual teams communicate internally and use the most popular collaboration tools to collect feedback
- B. Publish a printed weekly newsletter that clearly and consistently communicates change
- C. Establish office hours where staff are encouraged to drop by without appointments and discuss any concerns they have
- D. Initiate a project to select and implement a collaboration tool to facilitate two-way communication with staff

Answer: A

Explanation:

According to ITIL 4, one of the guiding principles is to progress iteratively with feedback. This means that IT service providers should break down complex tasks or changes into manageable chunks, seek feedback after each iteration, and use the feedback to improve and adapt their actions. Feedback is essential for co-creating value with customers and stakeholders, as well as for learning and improving the quality of IT services.

Therefore, IT managers should establish effective feedback channels that enable two-way communication with staff and other parties involved in the IT service delivery. The best approach for establishing effective feedback channels is to research how individual teams communicate internally and use the most popular collaboration tools to collect feedback. This way, IT managers can leverage the existing communication preferences and habits of the staff, and avoid imposing a new tool or method that may not be suitable or convenient for them. By using the most popular collaboration tools, IT managers can also ensure that the feedback is timely, relevant, and accessible for all parties. This approach aligns with the ITIL 4 principle of collaborating and promoting visibility, which encourages IT service providers to work together across boundaries, share information, and make use of diverse perspectives and feedback. Therefore, the answer is A). Research how individual teams communicate internally and use the most popular collaboration tools to collect feedback. The other options are not the best approach for establishing effective feedback channels, because they either do not facilitate two-way communication, or do not consider the needs and preferences of the staff. For example, option B. Establish office hours where staff are encouraged to drop by without appointments and discuss any concerns they have, may not be convenient or practical for staff who work remotely or have different schedules. Option C. Initiate a project to select and implement a collaboration tool to facilitate two-way communication with staff, may take too long and may not match the expectations or requirements of the staff. Option D. Publish a printed weekly newsletter that clearly and consistently communicates change, may not be effective or efficient for collecting feedback, as it is a one-way communication channel that does not allow for immediate or interactive responses. References:

* The 7 Guiding Principles of ITIL 4: Progress iteratively with feedback¹

* Guiding Principles of ITIL 4: Progress Iteratively with Feedback²

* The customer journey and ITIL 43

NEW QUESTION # 56

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