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ITIL 4 Managing Professional Transition certification exam is designed for IT professionals who have already obtained the ITIL v3 Expert certification or who have achieved a minimum of 17 credits in the ITIL v3 certification scheme. ITIL 4 Managing Professional Transition certification exam is intended to help professionals transition from ITIL v3 to ITIL 4 and gain knowledge about the latest ITIL 4 framework. ITIL 4 is the updated version of the ITIL framework and includes new concepts such as the Service Value System (SVS) and the Four Dimensions of Service Management. Passing the ITIL 4 Managing Professional Transition exam demonstrates that a professional has a firm grasp of the ITIL 4 framework and is equipped to apply it in their organization.

ITIL 4 Managing Professional Transition certification is globally recognized and is one of the most sought-after certifications in IT service management. ITIL 4 Managing Professional Transition certification enables professionals to design, manage, and deliver integrated service management strategies that are aligned with business objectives. Furthermore, ITIL 4 offers a new perspective on service management, with greater emphasis on collaboration, communication, and customer-centricity. Hence, the ITIL 4 Managing

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### ITIL 4 Managing Professional Transition Sample Questions (Q76-Q81):

#### NEW QUESTION # 76

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

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

**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 # 77

Which concept is PRIMARILY concerned with multiple teams moving to a cross-functional way of working?

- A. The value of positive communications
- B. Organizational structure
- C. Employee satisfaction measurement
- D. Working to a customer oriented mindset

**Answer: B**

Explanation:

Organizational structure is the concept that is primarily concerned with multiple teams moving to a cross-functional way of working. Cross-functional teams are teams that consist of members from different functional areas or domains, such as development, testing, operations, marketing, etc. Cross-functional teams can help organizations achieve better collaboration, innovation, and customer satisfaction, as well as faster delivery and feedback. However, cross-functional teams also require changes in the organizational structure, such as breaking down silos, flattening hierarchies, and empowering teams to self-organize and make decisions. ITIL 4 encourages an integrated approach that combines best practices across all ways of working, such as Agile, DevOps, and Lean. These methodologies keep rules simple, allowing teams to adapt based on the situation, focus on good outcomes for the customer,

and learn from failure. ITIL 4 also explores the four main types of organizational structures: functional, divisional, matrix, and flat. Each type has its own advantages and disadvantages, and organizations can choose the best fit for their context and goals.

References:

- \* Using ITIL's concepts: four organizational structures | Axelos
- \* What ITIL 4 means for you and your team - Atlassian
- \* Cross-Functional Teams Definition & Advantages - KnowledgeHut
- \* How to Build a Cross-Functional Team | The Workstream - Atlassian

### NEW QUESTION # 78

Identify the missing word in the following sentence:

The purpose of the service configuration management practice is to ensure that accurate and reliable information about the configuration of [?], and the CIs that support them, is available when and where it is needed.

- A. IT assets
- B. Organizations
- **C. Services**
- D. Outcomes

**Answer: C**

Explanation:

Comprehensive Explanation:

The ITIL 4 definition states:

Service configuration management ensures that accurate and reliable information about the configuration of services and the configuration items (CIs) that support them is available when needed.

Therefore, the missing word is "services".

### NEW QUESTION # 79

A service provider is planning a major change to its services and the way it delivers them. The project will include many changes to the working practices of staff. The service provider expects resistance to these changes and would like to manage communication in a sensitive way. Which is the MOST appropriate approach?

- A. Use instant messaging for both communicating and receiving feedback to ensure a quick response for all affected staff.
- **B. Use a mix of communication methods and ensure that a feedback mechanism is included that allows anonymity to be retained if desired**
- C. Use a mix of communication methods and ensure that any feedback received is shared openly on a public forum to promote visibility
- D. Send an email to the affected staff and ensure that as much detail as possible is included to promote transparency

**Answer: B**

Explanation:

The most appropriate approach for the service provider is to use a mix of communication methods and ensure that a feedback mechanism is included that allows anonymity to be retained if desired. This is because the service provider expects resistance to the changes and would like to manage communication in a sensitive way. By using a mix of communication methods, the service provider can reach a wider audience and cater to different preferences and needs of the staff. By ensuring that a feedback mechanism is included, the service provider can collect valuable input from the staff and address any concerns or issues that may arise. By allowing anonymity to be retained if desired, the service provider can encourage honest and candid feedback from the staff and avoid any fear of retaliation or negative consequences. This approach is aligned with the ITIL guiding principles of collaborate and promote visibility, keep it simple and practical, and optimize and automate<sup>12</sup>. It also follows the ITIL best practices for effective communication, such as communication is a two-way process, timing and frequency matter, and there is no single method of communication that works for everyone<sup>34</sup>. References:

- \* The 7 Guiding Principles of ITIL 4 - IFS Blog<sup>1</sup>
- \* The 7 Guiding Principles of ITIL 4: Practical Advice to Help You Make Decisions<sup>2</sup>
- \* Using ITIL's concepts: 5 principles of good communication<sup>3</sup>
- \* Importance of IT Communications in ITIL Implementation - Invensis Learning<sup>4</sup>

### NEW QUESTION # 80

Which is an example of a digital organization?

- A. An organization which uses IT to improve its 'service desk' practice
- B. An organization which uses IT to support its operational processes
- **C. An organization which uses IT to change its strategic direction**
- D. An organization which has undergone an IT transformation

**Answer: C**

Explanation:

Explanation

A digital organization is an organization that leverages digital technology to create value for its customers, employees, and other stakeholders. A digital organization is not just an organization that uses IT to support its operational processes, or an organization that has undergone an IT transformation, or an organization that uses IT to improve its 'service desk' practice. These are examples of IT-enabled organizations, but not necessarily digital organizations. A digital organization is an organization that uses IT to change its strategic direction, to create new business models, to innovate and differentiate itself from competitors, and to deliver value faster and more effectively. A digital organization is an organization that adopts a digital mindset, culture, and capabilities to thrive in the digital era. References:

<https://www.axelos.com/resource-hub/blog/itil-4-leader-dits-guide-for-digital-transformation>

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### NEW QUESTION # 81

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