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ITIL 4 Managing Professional Transition exam comprises four modules, of which each module is designed to test the candidate's knowledge in key ITIL 4 practices. The four modules include ITIL 4 Foundation, Create, Deliver and Support, Drive Stakeholder Value, and High-Velocity IT. After completing the modules, the candidates are required to pass the exam to obtain the ITIL Managing Professional Transition certification. ITIL 4 Managing Professional Transition certification ensures that IT professionals have mastered the advanced ITIL 4 concepts and possess the skills to manage IT services in a modern, technology-driven business environment.

ITIL 4 Managing Professional Transition Certification Exam is an essential step for IT professionals who want to stay relevant in the ever-changing IT industry. It provides a comprehensive understanding of the ITIL 4 framework and its applications in real-world situations. Passing the exam demonstrates to employers that you have the knowledge and skills to provide high-quality IT services that meet the needs of today's businesses.

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ITIL 4 Managing Professional Transition exam is the quickest and most efficient way for ITIL v3 certified professionals to transition to ITIL 4. It is a high-level certification that covers the key concepts and principles of the ITIL 4 framework. ITIL-4-Transition Exam is designed to test the candidate's understanding of the new ITIL 4 framework and how it differs from the previous version.

ITIL 4 Managing Professional Transition Sample Questions (Q79-Q84):

NEW QUESTION # 79
Which is an example of a digital organization?

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

Answer: D

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 https://assets.website-files.com/6372a610b17ef0b86547d1ae/6400e103a11a9d3d6dc0abb7_ITIL4_Digital%
20and%20IT%20Strategy_Syllabus.pdf

NEW QUESTION # 80
Which BEST describes the primary role of a governing body?

- A. To establish and regularly review the effectiveness of risk management and internal controls
- B. To develop and regularly review IT measures and metrics
- C. To establish and regularly review the goals cascade throughout the organization
- D. To annually review and approval of IT projects to maximize business value

Answer: C

Explanation:
According to ITIL 4, the primary role of a governing body is to evaluate, direct, and monitor the organization's activities, including its service management. One of the key activities of the governing body is to establish and regularly review the goals cascade throughout the organization, which is a mechanism to align the objectives and activities of different levels of the organization with the overall vision and mission. The goals cascade helps to ensure that the organization is delivering value to its stakeholders and customers, and that the service management practices are aligned with the strategic direction and governance framework. Therefore, the best answer is A. To establish and regularly review the goals cascade throughout the organization. The other options are not the primary role of a governing body, but rather some of the possible activities or responsibilities that the governing body may delegate or oversee. For example, option B. To develop and regularly review IT measures and metrics, may be part of the monitoring activity of the governing body, but it is not the main purpose of its role. Option C. To annually review and approval of IT projects to maximize business value, may be part of the directing activity of the governing body, but it is not the only or the most frequent task that it performs. Option D. To establish and regularly review the effectiveness of risk management and internal controls, may be part of the evaluating activity of the governing body, but it is not the core function of its role. References:
* Chapter 9: The SVS: Governance - ITIL 4 Essentials: Your essential ...1
* Building governance, risk and compliance with ITIL 4 | Axelos2
* Roles and Responsibilities in ITIL and ITSM | ITIL 4 Role Types3

NEW QUESTION # 81
What do Lean and Agile consider a barrier to high performance?

- A. Limiting work-in-progress
- B. Pulling versus pushing work

- C. Making work visible
- D. Large batch sizes of work

Answer: D

NEW QUESTION # 82

Which statement about user communities is CORRECT?

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

Answer: B

Explanation:
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 # 83

Which of the following is a necessity for a successful service level agreement (SLA)?

- A. To promote consistency, carry SLAs forward unchanged every year
- B. The language and terms used in the SLA should be commonly understood by all parties
- C. Base the SLA on system-based metrics that are useful to the service provider
- D. Vague targets, such as user experience metrics, should be avoided

Answer: B

Explanation:
Comprehensive Explanation:
For an SLA to be effective, ITIL stresses:
* Clear, simple, and agreed language
* Shared understanding between the provider and the customer
* Terms that are meaningful to both parties
ITIL warns against:
* Using technical metrics that only the provider understands
* Carrying outdated SLAs forward
* Avoiding user-experience metrics - these are valuable
Thus, Option A is the required necessity.

NEW QUESTION # 84

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