New ITIL-4-Transition Test Materials & Valid ITIL-4-Transition Test Engine [Q31-Q49

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ITIL-4-Transition Updated Exam Dumps [2024] Practice Valid Exam Dumps Question

Q31. Which describes the value driven approach to service design?

* The practice of analyzing a business, defining its needs, and recommending solutions that create value for stakeholders
* An iterative approach based on frequent feedback, continual experimentation, and learning to ensure value co-creation
* A process improvement philosophy that prioritizes flow efficiency over resource efficiency
* Designing just enough features to satisfy early customers, and providing feedback for future development

Q32. An organization is implementing new technology that will significantly improve how they interact with their customers.

Which term BEST describes this situation?

* Digital organization
* High velocity IT
* Digital transformation
* IT transformation

Q33. An organization is reviewing the support of its IT services.

Which is an example of an 'outside in' approach?
* Understanding how infrastructure and application suppliers are involved in the end-to-end value chain for the support of services
* Conducting customer and user satisfaction surveys to gather feedback on how customers and users perceive the support of IT services
* Asking for feedback from the internal technical teams to ensure they are able to deliver against the support requirements
* Contacting the organization's ITSM software tool provider to learn about software updates which might improve the support of the services

Q34. Which describes the customer journey?
* The actions that the user undertakes to be able to use the service
* The end-to-end experience customers have with service providers
* The actions that the service provider takes to attract new customers
* The experience the service user gets from the service provider
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

Q35. A large service provider with many staff has built a relationship with a customer and agreed a 10-year contract.

Both organizations have shared information freely and responded to requests. Which is MOST LIKELY to be a threat to maintaining the relationship?
* Failing to explain service provider action that impact the customer
* Scheduling interactions between customer and service provider
* Changes in service provider and customer staff
* Failing to deal with communication in a timely fashion
Explanation

The correct answer is A. Failing to explain service provider action that impact the customer. This is because a lack of transparency and communication can erode the trust and satisfaction of the customer, and lead to misunderstandings and conflicts. The service provider should always inform the customer of any changes, issues, or decisions that affect the customer’s services, expectations, or outcomes. The service provider should also seek feedback from the customer and address any concerns or complaints promptly and effectively.

B: Scheduling interactions between customer and service provider is not a threat, but a good practice to maintain the relationship. Regular interactions can help to align the goals, values, and needs of both parties, and foster collaboration and mutual understanding. The service provider should also use these interactions to demonstrate value and performance, and to identify opportunities for improvement or innovation.

C: Changes in service provider and customer staff is not a threat, but a challenge that can be overcome with proper knowledge management and relationship management. The service provider should ensure that the knowledge and experience of the staff are captured, shared, and transferred to the new staff, and that the new staff are trained and competent to deliver the services. The service provider should also introduce the new staff to the customer and establish rapport and trust.

D: Failing to deal with communication in a timely fashion is a threat, but not the most likely one. Delayed or ignored communication can frustrate the customer and damage the reputation of the service provider. The service provider should respond to the customer’s communication as soon as possible, and provide clear and accurate information. The service provider should also follow up on the communication and ensure that the customer’s needs are met. References:

ITIL 4 Managing Professional Transition Module Sample Paper – English, page 8, question 1, answer A ITIL 4 Managing Professional Transition Module Candidate Syllabus – English, page 9, learning outcome 1.3 ITIL 4 Managing Professional Transition Course Online – Simplilearn, section 3.2, lesson 3.2.2, topic

“Relationship Management”

Q36. A designer has been asked by an organization to design a new office chair. The designer has proposed a plant that they have been asked to validate. In ‘design thinking’, what should the designer do to BEST validate the plan
* Ask the user to communicate their needs for the chair
* Ask the user to provide feedback on a prototype of the chair
* Adopt the user’s point of view of using the chair
* Decide for the user what is important for the chair

Q37. Which value chain activity ensures that products deliver stakeholder expectations for quality?
* Design and transition
* Engage
* Obtain/build
* Plan

Q38. Which two stakeholders co-create value in the service relationship?
* The consumer and provider
* The provider and supplier
* The investor and consumer
* The investor and supplier
Explanation

According to ITIL 4, value is co-created by two stakeholders in the service relationship: the consumer and the provider. The consumer is the person or organization that defines the requirements for a service and takes responsibility for the outcomes of

service consumption. The provider is the person or organization that provides services to consumers. Value is co-created when the consumer and the provider collaborate and communicate to ensure that the service meets the consumer’s needs, expectations, and outcomes. Value is not delivered by the provider alone, but rather emerges from the interactions between the provider and the consumer. The other options are not correct, as they do not involve the consumer and the provider. The supplier is a person or organization that provides goods or services to the provider, but does not directly co-create value with the consumer. The investor is a person or organization that provides funding or resources for the provider, but does not directly co-create value with the consumer. References:

ITIL 4 and value co-creation | Axelos1

ITIL 4 – from creating value to co-creating value | Axelos2

What is co-creation in ITIL 4? – QRP International – Belgium3

Deriving Value Through Cocreation: ITIL And Other Best Practices Frameworks4

Q39. A service support agents adjusts support actions following a call form a frustrated user. Which concept describes this behavior?
* Team Culture
* Customer orientation
* Positive communication
* Employee satisfaction management
Explanation

Customer orientation is an approach to business that focuses on assisting customers in achieving their goals, as opposed to adopting a sales oriented methodology12. It involves understanding the needs, expectations, and preferences of the customers and delivering value that meets or exceeds them. Customer orientation also implies adapting to the feedback and behavior of the customers and tailoring the service accordingly.

Therefore, when a service support agent adjusts support actions following a call from a frustrated user, they are demonstrating customer orientation, as they are trying to resolve the user’s issue in a way that suits their emotional state and satisfaction level. Customer orientation is one of the key concepts in ITIL 4, as it helps to create value co-creation and drive stakeholder value34. It is also aligned with the ITIL guiding principles of focus on value, collaborate and promote visibility, and keep it simple and practical34. References:

The customer journey and ITIL 4 | Axelos3

Holistic IT – a non-siloed approach with ITIL 4 | Axelos4

Customer Orientation: What it Is and How to Implement It [+Examples]1

Mastering Customer Orientation: Definition, Importance and Strategies2

Q40. A service support agents adjusts support actions following a call form a frustrated user. Which concept describes this behavior?
* Team Culture
* Customer orientation
* Positive communication
* Employee satisfaction management

Q41. A software development team makes many hundreds of small changes every week.

Who can BEST make the decision of whether to accept each change?
* The IT change manager
* The software development manager
* The sponsor in the service consumer organization
* The other members of the software development team

Explanation

According to ITIL 4, change enablement is the practice of ensuring that risks are properly assessed, authorizing changes to proceed, and managing a change schedule in order to maximize the number of successful IT changes. ITIL 4 recognizes that changes can vary in size, complexity, and risk, and therefore proposes different types of changes that require different levels of authorization and control. One of these types is standard change, which is a low-risk, pre-authorized change that is well understood and follows an agreed procedure. Standard changes are typically delegated to the service provider or the service consumer, depending on the nature of the change. For example, a software development team that makes many hundreds of small changes every week can be authorized to approve and implement these changes themselves, as long as they follow the agreed change model and comply with the relevant policies and standards. This way, the software development team can benefit from faster and more efficient change delivery, while minimizing the overhead and bureaucracy of the change enablement process. Therefore, the best answer is D. The other members of the software development team, as they can act as the change authority for standard changes within their scope of work. References:

ITIL 4 Change Management Process | Blog | Digital.ai1

ITIL 4’s Move from Change Management to Change Enablement2

Q42. Which is an example of a digital organization?
* An organization which uses IT to support its operational processes
* An organization which has undergone an IT transformation
* An organization which uses IT to change its strategic direction
* An organization which uses IT to improve its ‘service desk’ practice

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, andcapabilities 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%20an

Q43. In which TWO situations should be ITIL guiding principles be considered?

1. In every initiative

2. In all relationships with stakeholders

3. Only specific initiatives where the principle is relevant

4. Only specific stakeholder relationships where the principle is relevant

* 1 and 2
* 1 and 4
* 3 and 4
* 2 and 3

Explanation

An ‘outside in’ approach is one that focuses on the customer perspective and value, rather than the internal processes and governance of the IT organization. According to ITIL 4, this approach helps to co-create value with customers and users, and align the IT services with the business strategy and outcomes. Therefore, conducting customer and user satisfaction surveys to gather feedback on how customers and users perceive the support of IT services is an example of an ‘outside in’ approach, as it helps to understand the customer needs, expectations, and experiences. The other options are examples of an ‘inside out’ approach, as they focus on the internal aspects of the IT organization, such as the suppliers, the technical teams, and the software tools, rather than the customer value and outcomes. References:

ITIL and Value: Co-Creating Value in Organisations with ITIL 4

Using ITIL to move to a service culture2

ITIL 4 Managing Professional Transition Module

ITIL 4 Managing Professional Transition Module – Courseware

Q44. A customer is retiring a service and has terminated the contract for the service with the service provider. The service provider will continue to deliver other services to the customer. Which should the service provider include in the plans to off board the service?

* Ensuring that user access rights are revoked for all services
* Providing information to users about how to contact the service desk
* Creating training schedules for users on how to use the service
* Identifying and making request for outstanding payments for the service

Q45. What is the expected outcome from using a service value chain?

* Value realization
* Customer engagement
* Service value streams
* The application of practices

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"

Q46. 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
* 1 and 2
* 2 and 3
* 3 and 4
* 1 and 4
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 soall 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

Q47. An organization supports the users of its services using a tiered structure. There are many specialists in the second- and third-line resolution teams who have worked for the organization for a long time. The organization is in the process of deploying many changes to services. This is likely to result in a large number of complex incidents. In addition, there are long backlogs of work for the second and third-line resolution teams to complete.

Which is the BEST approach or technique to resolve this situation?
* Service integration and management
* Machine learning
* Swarming
* An information model

Q48. How should the seven guiding principles be combined when an organization is making a decision?
* By using all the guiding principles equally when making any decision
* By using the one or two guiding principles that are most relevant to the specific decision
* By using the focus on value’ principle and one or two others that are relevant to the specific decision
* By reviewing each guiding principle to decide how relevant it is to the specific decision
Explanation

The seven guiding principles of ITIL 4 are not meant to be applied equally or rigidly in every situation. Rather, they are intended to provide guidance and encourage decision making and continual improvement at all levels.

Therefore, when an organization is making a decision, it should review each guiding principle to decide how relevant it is to the specific decision, and use the ones that are most appropriate and helpful. For example, some decisions may require more collaboration and visibility than others, or some decisions may benefit from more iteration and feedback than others. The guiding principles are not rules or prescriptions, but rather suggestions and recommendations that can help the organization achieve its objectives and deliver value to its stakeholders. References:

The 7 Guiding Principles of ITIL 4 – IFS Blog1

The 7 ITIL 4 Guiding Principles: Explained in Detail2

The Seven ITIL 4 Guiding Principles & Business Value – Belgium3

Q49. A large service provider with many staff has built a relationship with a customer and agreed a 10-year contract.

Both organizations have shared information freely and responded to requests. Which is MOST LIKELY to be a threat to maintaining the relationship?
* Failing to explain service provider action that impact the customer
* Scheduling interactions between customer and service provider

* Changes in service provider and customer staff
* Failing to deal with communication in a timely fashion

ITIL-4-Transition Sample with Accurate & Updated Questions:

https://www.topexamcollection.com/ITIL-4-Transition-vce-collection.html]