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**Vendor:**ITIL

**Exam Code:**ITIL-TRANSITION

**Exam Name:**ITIL 4 Managing Professional Transition

**Version:**Demo

### QUESTION 1

An IT department is able to rapidly develop services that meet functional requirements. However overall satisfaction with these services is low.

Which is the BEST way to start working on developing new services while addressing issues faced by the IT department?

- A. Develop a clear set of system requirements and track each of them from start to finish to ensure that the delivered service meets the stated requirements
- B. Develop a clear understanding of the customers' intended goals and expectations, and track each of them from start to finish to ensure that the service supports the required outcomes
- C. Involve senior management as early as possible to define requirements and help with organizational change management to ensure successful implementation of the service
- D. Assess and improve capabilities of IT teams prioritizing areas that are required to deliver the service in a way that meets customer expectations

Correct Answer: B

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### QUESTION 2

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

Correct Answer: D

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### QUESTION 3

In an organization, a service desk team employs experienced staff who have worked there for many years and have good relationships with support teams. The organization has a good improvement culture, and staff are encouraged to use their experience and identify improvements. They are developing a new policy for handling incidents.

Which is the BEST approach for this new policy?

- A. Ensure that any identified exceptions are excluded from the policy to improve clarity
- B. Ensure that all teams involved in incident resolution collaborate in the development of the policy

- C. Implement the policy to the service desk staff initially before informing other affected support teams
- D. Engage with stakeholders to ensure that as much detail as possible is included in the policy

Correct Answer: B

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#### **QUESTION 4**

Which is a purpose of the customer journey?

- A. To understand the interactions between the user and the service provider
- B. To maximize the co-creation of value from both an outcome and experience perspective
- C. To understand the service consumer resources required to deliver the service
- D. To maximize the number of contacts with the customer in order to enhance the service

Correct Answer: A

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#### **QUESTION 5**

Information that is needed to resolve problems is difficult to obtain because IT staff are worried that they will be blamed for mistakes.

Which concept can MOST help to resolve this?

- A. Safety culture
- B. Design thinking
- C. Valuable investments
- D. Agile

Correct Answer: A

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#### **QUESTION 6**

An organization's lead times and the flow of tasks across value streams are being impacted because tasks often sit waiting in queues.

Which technique can be used to overcome this challenge?

- A. Clarifying definition of done
- B. Introducing a push system
- C. Increasing batch sizes
- D. Limiting work-in-progress

Correct Answer: D

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### QUESTION 7

What BEST describes the relationship between planning and risk?

- A. Planning is a high level function, risk management is a tactical activity
- B. Planning should always consider risks and how to mitigate them
- C. Planning focuses on what needs to be accomplished, risk management is part of how work is to be performed
- D. Risk management is the exclusive domain of dedicated risk managers

Correct Answer: B

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### QUESTION 8

An organization is reviewing the support of its IT services.

Which is an example of an `outside in` approach?

- A. Understanding how infrastructure and application suppliers are involved in the end-to- end value chain for the support of services
- B. Conducting customer and user satisfaction surveys to gather feedback on how customers and users perceive the support of IT services
- C. Asking for feedback from the internal technical teams to ensure they are able to deliver against the support requirements
- D. Contacting the organization`s ITSM software tool provider to learn about software updates which might improve the support of the services

Correct Answer: B

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### QUESTION 9

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 one or two guiding principles that are most relevant to the specific decision
- C. By using the focus on value` principle and one or two others that are relevant to the specific decision
- D. By reviewing each guiding principle to decide how relevant it is to the specific decision

Correct Answer: D

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**QUESTION 10**

Which are elements of the service value system?

- A. Service provision, service consumption, service relationship management
- B. Governance, service value chain, practices
- C. Outcomes, utility, warranty
- D. Customer value, stakeholder value, organization

Correct Answer: B

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**QUESTION 11**

Which can act as an operating model for an organization?

- A. The four dimensions of service management
- B. The service value chain
- C. The ITIL guiding principles
- D. Continual improvement

Correct Answer: B

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**QUESTION 12**

Which charging mechanism could cause the price of a service to change depending on the time of day?

- A. Cost
- B. Cost plus
- C. Market price
- D. Differential charging

Correct Answer: D