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ITIL 4 Managing Professional Transition Exam

ITIL ITIL-4-Transition

Version Demo

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QUESTION NO: 1

Which describes the customer journey?

A. The actions that the user undertakes to be able to use the service

B. The end-to-end experience customers have with service providers

C. The actions that the service provider takes to attract new customers

D. The experience the service user gets from the service provider

ANSWER: B

Explanation:

The end-to-end experience customers have with service providers correctly describes the customer journey in ITIL 4. A customer journey covers the complete sequence of interactions and experiences a customer has when engaging with a service provider, rather than a single activity, channel, or stage of service consumption. It encompasses the customer's perspective across touchpoints, which can include initial awareness, exploration, onboarding, service use, support interactions, renewal, and ongoing relationship management. Mapping this journey enables an organization to understand customer needs, expectations, perceptions, and outcomes throughout the relationship. This insight supports service value co-creation because the provider can identify moments that matter to customers, remove friction, improve communications, and adapt products and services to better enable desired outcomes. ITIL's service relationship model distinguishes customers, users, and sponsors, so the journey is intentionally framed around the broader customer experience rather than only the actions performed by an individual user. The ITIL 4 Managing Professional Transition syllabus explicitly includes understanding the customer journey and experience as part of relationship management and value co-creation. See the ITIL 4 Managing Professional Transition certification overview and AXELOS guidance on the ITIL service relationship model.

QUESTION NO: 2

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

A. 1 and 2

B. 2 and 3

C. 3 and 4

D. 1 and 4

ANSWER: D

Explanation:

1 and 4 is correct because it combines an automated preventive control with a detective and corrective control. Modifying the application to add the current date and time at the point a transaction is entered removes reliance on users remembering a manual step. This makes capture of the required information consistent, timely, and embedded in the transaction workflow. Automated controls are especially valuable where an audit has established a recurring pattern of missing data, because they reduce the likelihood of the non-compliance occurring in the first place.

Creating a report of records that remain non-compliant provides ongoing monitoring and an exception-management mechanism. Staff can identify affected transactions, correct the records where permitted, investigate recurring causes, and track whether the control is operating effectively. Together, these measures provide evidence that the organization is managing the compliance risk through both prevention and monitoring. This aligns with ITIL's emphasis on designing controls into value streams and continually monitoring performance and risks, as well as the COBIT governance objective of managing risk through appropriate controls. See AXELOS ITIL service management and ISACA COBIT resources.

QUESTION NO: 3

An organization is compiling information about how a new service will be used. It is considering how each set of stakeholders will experience the service. In the past, the suppliers have been unreliable, so the organization wants to identify the main risks and dependencies for the introduction of the service. What is this an example of?

A. An agile approach

B. Value stream mapping

C. Workforce planning

D. Shift left

ANSWER: B

Explanation:

Value stream mapping is correct because it provides an end-to-end visualization of the activities, participants, inputs, outputs, handoffs, dependencies, and information flows required to create and deliver value through a service. For a new service, mapping the relevant value stream helps the organization understand how different stakeholder groups interact with and experience the service across its lifecycle. It also makes dependencies on external suppliers visible, including points where supplier performance could delay, disrupt, or otherwise create risk for service introduction.

This perspective supports informed planning by identifying where coordination, controls, service relationships, and risk treatments are needed before the service goes live. It is not merely a diagram of internal process steps: an effective value stream map considers the flow of value across organizational boundaries and includes the parties that contribute to, consume, support, or enable the service. ITIL 4 describes value streams as a series of steps that an organization undertakes to create and deliver products and services to consumers, making this technique especially useful when examining the complete path from demand through delivery and use. See AXELOS: What is a value stream? and PeopleCert ITIL certification resources.

QUESTION NO: 4

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

A. 1 and 2

B. 1 and 4

C. 3 and 4

D. 2 and 3

ANSWER: A

Explanation:

The correct answer is **1 and 2**. ITIL guiding principles are universal recommendations that guide an organization in all circumstances, regardless of the nature of the work, the type of stakeholder, or the level of the organization involved. They are intended to support consistent decision-making and continual improvement, rather than being applied only when a team judges a particular principle to be relevant. Consequently, they should inform every initiative, from strategic planning and service design through to operational improvement and day-to-day work. They should also shape all relationships with stakeholders, including customers, users, suppliers, partners, and internal teams. Applying the principles broadly helps organizations maintain a shared approach to value co-creation, collaboration, simplicity, feedback, visibility, and optimization. The principles can be adapted to the context of a situation, but their consideration is not restricted to selected initiatives or stakeholder interactions. This universal applicability is a core characteristic of the ITIL guiding principles described in ITIL 4 Foundation materials. See the PeopleCert ITIL 4 Foundation overview and the AXELOS overview of ITIL guiding principles.

QUESTION NO: 5

What is the difference between the incident management and service desk practices?

A. Incident management restores service operation; service desk provides communication with users

B. Incident management resolves complex issues; service desk resolves simpler issues

C. Incident management resolves issues; service desk investigates the underlying causes of issues

D. Incident management manages interruptions to services; service desk monitors achieved service quality

ANSWER: A

Explanation:

Incident management restores service operation; service desk provides communication with users is correct because the two practices have distinct purposes that work together during service disruptions. The purpose of incident management is to minimize the negative impact of incidents by restoring normal service operation as quickly as possible. An incident is an unplanned interruption to a service, or a reduction in the quality of a service, so the practice coordinates logging, prioritization, diagnosis, escalation, resolution, and recovery activities needed to return the service to an acceptable state.

The service desk practice, in contrast, is focused on capturing demand for incident resolution and service requests, and on being the entry point and ongoing point of engagement for users. It provides a clear communication channel, keeps users informed about progress and status, manages expectations, and supports the user experience. A service desk may participate in incident handling and can perform initial diagnosis, but its defining role is the communication and coordination interface between service provider and users. This distinction is consistent with the official ITIL practice guidance for incident management and service desk.

QUESTION NO: 6

Which is an example of a digital organization?

A. An organization which uses IT to support its operational processes

B. An organization which has undergone an IT transformation

C. An organization which uses IT to change its strategic direction

D. An organization which uses IT to improve its ' service desk ' practice

ANSWER: C

Explanation:

An organization which uses IT to change its strategic direction is an example of a digital organization because digital technology is being applied as a strategic capability rather than merely as operational support. In ITIL 4's digital and IT strategy context, a digital organization uses digital technology to enable or create new value propositions, evolve its business

model, respond to changing customer needs, and improve its competitive position. This means that technology influences the organization's direction, decisions, products, services, and ways of working. Digital transformation is therefore broader than implementing or improving individual IT practices: it requires the organization to integrate digital capabilities with its overall strategy and value creation. Strategic use of IT can support innovation, faster adaptation to market conditions, and differentiated customer experiences, all of which are characteristics of a digitally enabled business operating with a digital mindset. ITIL 4 emphasizes aligning digital and IT strategy with business strategy so that technology investment and capabilities contribute directly to sustained value co-creation. See the ITIL 4 Leader: Digital and IT Strategy certification overview and the ITIL 4 guide to digital transformation.

QUESTION NO: 7

An organization with established processes for managing incidents, changes, and problems, receives a high volume of calls from users complaining that their issues are not being resolved efficiently. What is the FIRST step the organization should take to start to improve the situation?

A. Review skills and competencies of user support staff to ensure they have the required capability

B. Improve the integration of tools to ensure there are no gaps between processes

C. Use value stream mapping to help understand the end-to-end flow of user support

D. Encourage teams to collaborate so they can focus on value of users

ANSWER: C

Explanation:

Use value stream mapping to help understand the end-to-end flow of user support is the correct first step because the reported issue concerns how work flows across the complete user-support journey, rather than a confirmed deficiency in any one process, team, skill set, or tool. In ITIL 4, a value stream is the series of steps an organization uses to create and deliver value for a consumer. Mapping that stream makes the actual flow of incident resolution visible, including handoffs, queues, delays, rework, decision points, information flows, and interactions between incident, change, problem, and support activities. This gives the organization evidence about where resolution is slowed or impaired from the user's perspective. It also supports ITIL's guiding principle to focus on value: the relevant outcome is efficient restoration and support for users, not merely local optimization of established practices. Once the end-to-end flow is understood, the organization can prioritize targeted improvements based on observed constraints and their effect on user outcomes. This is consistent with the ITIL emphasis on thinking and working holistically, using value streams to coordinate practices and resources toward value co-creation. See the ITIL 4 Managing Professional Transition module overview and AXELOS guidance on focusing on value.

QUESTION NO: 8

What do Lean and Agile consider a barrier to high performance?

A. Large batch sizes of work

B. Pulling versus pushing work

C. Making work visible

D. Limiting work-in-progress

ANSWER: A

Explanation:

Large batch sizes of work are a barrier to high performance because they impede the flow of value and delay feedback. When work is grouped into large batches, items generally wait longer before being started, reviewed, tested, or released. This increases work in progress, extends lead time, and makes delays, defects, dependencies, and bottlenecks more difficult to identify early. The eventual feedback arrives later, when changes are typically more costly and disruptive.

Lean seeks to optimize the end-to-end flow of value by reducing waste, queues, and handoffs. Agile complements this approach through incremental delivery and frequent inspection and adaptation. Breaking work into smaller, independently valuable pieces enables teams to validate assumptions sooner, learn from users and stakeholders more rapidly, improve quality through earlier testing, and make delivery more predictable. Smaller batches also reduce risk because a problem affects less work at any one time. This aligns with the ITIL 4 guiding principle of progressing iteratively with feedback, which encourages work to be organized into manageable increments and assessed regularly rather than delayed until a large body of work is complete. See ITIL guiding principles and the Atlassian explanation of WIP limits and flow.

QUESTION NO: 9

An organization has introduced a chatbot to handle common service requests. The chatbot resolves many requests without human intervention, but users who need to speak to an agent must repeat information already provided to the chatbot.

Which improvement would BEST enhance the service experience?

A. Integrating chatbot interaction records with agent support channels

B. Increasing the number of chatbot responses before escalation

C. Restricting agent support to high-priority incidents

D. Measuring the number of requests handled by the chatbot

ANSWER: A

Explanation:

Integrating chatbot interaction records with agent support channels is correct because it enables an agent to understand the context, information, and actions already provided by the user. This reduces repeated effort and makes the transition between automated and human support more consistent.

Automation should support value co-creation, not merely reduce the provider's workload. A connected experience across channels helps users receive appropriate assistance when self-service is insufficient. It also allows the provider to use interaction data to identify improvement opportunities in both the chatbot and the wider support value stream. This supports ITIL's emphasis on engaging stakeholders and focusing on value.

QUESTION NO: 10

What do design thinking and service-dominant logic have in common?

A. Both require clearly defined requirements and acceptance criteria

B. Both involve collaborating with customers to ensure their needs are met

C. Both focus on product functionality and on building new features

D. Both focus solely on the needs and problems of the consumers

ANSWER: B

Explanation:

Both involve collaborating with customers to ensure their needs are met. Design thinking is a human-centred approach that develops understanding through empathy, direct engagement, iterative learning, and testing ideas with the people who will use or benefit from a service. Rather than treating customer needs as assumptions fixed at the outset, it encourages ongoing collaboration to discover the real problem and shape a desirable, workable solution.

Service-dominant logic similarly views value as co-created through interactions among a service provider, its customers, and often other stakeholders. In ITIL 4, this aligns with the service value system’s emphasis on value co-creation: a provider does not simply deliver value to a passive consumer; value is realized when services are used in the consumer’s particular context. Collaboration therefore helps ensure that service offerings, service relationships, and improvements reflect

customer circumstances, outcomes, and experience. This shared focus makes customer involvement central to both concepts. Further background on service-dominant logic is available from Vargo and Lusch's foundational article, while the practical human-centred foundations of design thinking are described by the Stanford d.school.

QUESTION NO: 11

A good way to apply the ITIL guiding principle â€œkeep it simple and practicalâ€□ is to:

A. Communicate so that the audience will hear

B. Re-use nothing from the current state

C. Adopt a practice which is easy to follow

D. Understand that fast does not mean incomplete

ANSWER: C

Explanation:

“Adopt a practice which is easy to follow” correctly applies the ITIL guiding principle “Keep it simple and practical.” This principle directs organizations to use the minimum number of steps needed to achieve an objective and to remove processes, controls, metrics, and activities that do not provide clear value. A practice that people can readily understand and follow is more likely to be adopted consistently, performed efficiently, and improved based on real operational experience.

In ITIL 4, simplicity is not merely about reducing documentation or moving quickly. It means designing fit-for-purpose ways of working that are proportionate to the situation and effective in practice. Teams should consider whether each element of a practice contributes to the desired value or outcome, then avoid complexity that creates confusion, delays, or unnecessary administrative effort. Selecting an easy-to-follow practice therefore supports reliable value co-creation while keeping the approach practical for the people who must use it every day.

The ITIL guiding principles are intended to be applied universally when making decisions and improving services. See AXELOS: ITIL guiding principles and PeopleCert ITIL certifications.