

ITIL-TRANSITION^{Q&As}

ITIL 4 Managing Professional Transition

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QUESTION 1

Which BEST describes the primary role of a governing body?

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

Correct Answer: D

QUESTION 2

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

QUESTION 3

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. Use value stream mapping to help understand the end-to-end flow of user support
- B. Encourage teams to collaborate so they can focus on value for users
- C. Improve the integration of tools to ensure there are no gaps between processes
- D. Review skills and competencies of user support staff to ensure they have the required capability

Correct Answer: A

QUESTION 4

The CIO of a large multi-national organization has noticed that the whole IT department are performing poorly. The CIO is committed to changing the behaviour patterns of their staff to improve performance across the whole IT department.

Which of the following will BEST help to improve staff behaviour?

- A. Running safe to fail experiments that provide learning opportunities
- B. Comparing the cost of delay between work items to ensure that financially valuable work is prioritized
- C. Implementing CI/CD tools to deploy software quickly
- D. Adopting Kanban boards to visualise the flow of work across software development teams

Correct Answer: A

QUESTION 5

Which ITIL guiding principle recommends using existing services, processes and tools when improving services?

- A. Progress iteratively with feedback
- B. Keep it simple and practical
- C. Start where you are
- D. Focus on value

Correct Answer: C

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