

# ITIL-TRANSITION<sup>Q&As</sup>

ITIL 4 Managing Professional Transition

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**QUESTION 1**

Which value chain activity ensures that products deliver stakeholder expectations for quality?

- A. Design and transition
- B. Engage
- C. Obtain/build
- D. Plan

Correct Answer: A

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**QUESTION 2**

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

Correct Answer: B

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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**

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?

- A. Scheduling interactions between customer and service provider
- B. Changes in service provider and customer staff
- C. Failing to explain service provider actions that impact the customer
- D. Failing to deal with communication in a timely fashion

Correct Answer: D

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#### QUESTION 5

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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