

ITIL-TRANSITION^{Q&As}

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

QUESTION 2

Which concept is PRIMARILY concerned with multiple teams moving to a cross-functional way of working?

- A. Organizational structure
- B. Employee satisfaction measurement
- C. Working to a customer oriented mindset
- D. The value of positive communications

Correct Answer: A

QUESTION 3

A web hosting provider has decided to apply more of a 'shift left' approach to service support. The provider knows that users like video tutorials as well as communicating via instant messaging and social networks.

What should the service provider use to expand how users access support and improve the user experience?

- A. Omnichannel management
- B. Service level management
- C. Service interaction method
- D. Benefits dependency network

Correct Answer: A

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

QUESTION 5

Which statement about user communities is CORRECT?

- A. User communities are created by service providers to investigate the cause of problems
- B. Communities set up by users may be recognized and supported by service providers
- C. Informal user communities should be disbanded and merged into official groups
- D. Every user community should have at least one super-user

Correct Answer: B

QUESTION 6

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

QUESTION 7

Which high velocity IT objective considers an organization's ability to continue providing business services when disruptive events affect its digital products?

- A. Valuable investments
- B. Resilient operations
- C. Fast development
- D. Assured conformance

Correct Answer: B

QUESTION 8

Which describes the value driven approach to service design?

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

Correct Answer: A

QUESTION 9

An organization is designing a survey to assess the needs and expectations of its staff.

What is this an example of?

- A. CI/CD
- B. Integration and data sharing
- C. Customer-orientation
- D. Employee satisfaction management

Correct Answer: D

QUESTION 10

An organization is attempting to improve the design, development and transition of new services. It recognizes that some ways of working are not focused on creating value.

Which is an example of a working practice that the organization should STOP?

- A. Defining the features and functionality of services by relying on the developers\' previous experience of designing similar systems for customers
- B. Involving users, customers and other stakeholders when communicating desired outcomes in the form of user stories
- C. Designing systems with the continual involvement of customers to ensure that any changes in requirements are understood as early as possible
- D. Involving customers and users in testing activities to understand whether the service meets the customers\' and

users\' expectations

Correct Answer: A

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