

ITIL® 4 研修資格体系

□ 枠：座下の認定取得で自動付与

拡張モジュール - Extension Modules

- ITIL® アドベンス リスト
- ITIL® スペシャリゼーション マスターコース
- ITIL® ITAM
- ITIL® 継続性

ITIL® マスター

- ITIL® プラクティス マネージャー (PM)
- ITIL® マネージング プロフェッショナル (MP)
- ITIL® ストラテジック リーダー (SL)

ITIL® 4 ファンデーション

34 ベスト・プラクティスガイド

The Master

- Expert 認定
- 創造的利用
- 共創的利用
- 実務的利用
- 基礎的概念
- ベスト プラクティス

どのようにITIL ITIL-4-Transition試験に準備すると悩んでいますか。我々社のITIL-4-Transition問題集を参考した後、ほっとしました。弊社のITIL-4-Transitionソフト版問題集はかねてより多くのIT事業をしている人々は順調にITIL ITIL-4-Transition資格認定を取得させます。試験にパスする原因は我々問題集の全面的で最新版です。

ITIL ITIL-4 Transition (ITIL 4 Managing Professional Transition) 認定試験は、ITサービス管理における知識とスキルを強化したいIT専門家向けに設計された中間レベルの認定試験です。この試験は、既にITIL V3 Foundation認定を保持しており、認定をIL4マネージングプロフェッショナルレベルにアップグレードしたい個人を対象としています。この試験は、その原則、実践、およびテクニックを含むITIL 4フレームワークに関する候補者の理解をテストするように設計されています。

ITIL-4-Transition資格準備 & ITIL-4-Transition的中率

ITIL 4 Managing Professional Transition Exam、またはITIL ITIL-4 Transition Examは、ITIL v3 Expert認証をすでに取得しているITプロフェッショナルを対象に設計されています。この試験は、経験豊富なITIL実践者が新しいITIL 4フレームワークに移行するための簡単なパスを提供することを目的としています。この試験は40問の多肢選択問題からなり、受験者は90分間で試験を受けることができます。

質問 #39

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

- B. An organization which uses IT to improve its 'service desk' practice
- C. An organization which has undergone an IT transformation
- D. An organization which uses IT to change its strategic direction

正解: D

解説:

A digital organization is an organization that leverages digital technology to create value for its customers, employees, and other stakeholders. A digital organization is not just an organization that uses IT to support its operational processes, or an organization that has undergone an IT transformation, or an organization that uses IT to improve its 'service desk' practice. These are examples of IT-enabled organizations, but not necessarily digital organizations. A digital organization is an organization that uses IT to change its strategic direction, to create new business models, to innovate and differentiate itself from competitors, and to deliver value faster and more effectively. A digital organization is an organization that adopts a digital mindset, culture, and capabilities to thrive in the digital era. References: <https://www.axelos.com/resource-hub/blog/itil-4-leader-dits-guide-for-digital-transformation>
https://assets.website-files.com/6372a610b17ef0b86547d1ae/6400e103a11a9d3d6dc0abb7_ITIL4_Digital%20and%20IT%20Strategy_Syllabus.pdf

質問 # 40

Which is an example of a digital organization?

- A. An organization which uses IT to support its operational processes
- B. An organization which uses IT to improve its 'service desk' practice
- C. An organization which has undergone an IT transformation
- D. An organization which uses IT to change its strategic direction

正解: D

質問 # 41

Which describes the customer journey?

- A. The actions that the user undertakes to be able to use the service
- B. The actions that the service provider takes to attract new customers
- C. The experience the service user gets from the service provider
- D. The end-to-end experience customers have with service providers

正解: D

解説:

Explanation

The correct answer is B. The end-to-end experience customers have with service providers. This is because the customer journey is a term that describes the complete lifecycle of a customer's interaction with a service provider, from the initial awareness and engagement, to the purchase and consumption, to the retention and advocacy¹². The customer journey helps to understand the customer's needs, expectations, emotions, and satisfaction at each touchpoint, and to identify the opportunities for improvement and innovation.

A: The actions that the user undertakes to be able to use the service is not the correct answer, because this is only a part of the customer journey, not the whole definition. The user is the person who uses the service, not necessarily the person who pays for it or decides to use it. The actions that the user undertakes to be able to use the service are also known as the user journey, which is a subset of the customer journey¹².

C: The actions that the service provider takes to attract new customers is not the correct answer, because this is also only a part of the customer journey, not the whole definition. The service provider is the organization that provides the service, not the customer. The actions that the service provider takes to attract new customers are part of the marketing and sales activities, which are the first stages of the customer journey¹².

D: The experience the service user gets from the service provider is not the correct answer, because this is also only a part of the customer journey, not the whole definition. The service user is another term for the user, who may or may not be the customer. The experience the service user gets from the service provider is part of the service delivery and support activities, which are the middle stages of the customer journey¹². References:

ITIL 4 Managing Professional Transition Module Sample Paper - English, page 11, question 4, answer B
 ITIL 4 Managing Professional Transition Module Candidate Syllabus - English, page 12, learning outcome 1.6

質問 # 42

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. Value stream mapping
- B. An agile approach
- C. Workforce planning
- D. Shift left

正解: A

解説:

The correct answer is B. Value stream mapping. This is because value stream mapping is a technique that helps to visualize how a service delivers value to the stakeholders, and identify the risks, dependencies, inefficiencies, and opportunities for improvement along the way¹². Value stream mapping involves defining the service vision, mapping the current state, analyzing the current state, designing the future state, and implementing the future state¹². By considering how each set of stakeholders will experience the service, the organization is defining the service vision and mapping the current state of the service.

A). An agile approach is not the correct answer, because an agile approach is a way of working that is flexible, iterative, and adaptive to changing requirements and feedback³⁴. An agile approach does not necessarily involve compiling information about how a new service will be used, or considering how each set of stakeholders will experience the service.

C). Workforce planning is not the correct answer, because workforce planning is a process that ensures that an organization has the right people with the right skills at the right time to deliver its objectives . Workforce planning does not necessarily involve compiling information about how a new service will be used, or considering how each set of stakeholders will experience the service.

D). Shift left is not the correct answer, because shift left is a practice that aims to resolve issues as close as possible to their source, and prevent them from escalating to higher levels of support . Shift left does not necessarily involve compiling information about how a new service will be used, or considering how each set of stakeholders will experience the service. References:

* ITIL 4 Managing Professional Transition Module Sample Paper - English, page 9, question 2, answer B

* ITIL 4 Managing Professional Transition Module Candidate Syllabus - English, page 10, learning outcome 1.4

* ITIL 4 Managing Professional Transition Course Online - Simplilearn, section 3.2, lesson 3.2.1, topic

"Agile Approach"

* ITIL 4 Managing Professional: Transition Module | Axelos, page 2, section "ITIL 4 Managing Professional Transition Module"

* [ITIL 4 Managing Professional Transition Course Online - Simplilearn], section 3.2, lesson 3.2.3, topic

"Workforce Planning"

* [ITIL 4 MP Transition: a transformed framework | Axelos], paragraph 4, sentence 2

* [ITIL 4 Managing Professional Transition Course Online - Simplilearn], section 3.2, lesson 3.2.4, topic

"Shift Left"

* [Course: ITIL 4 Managing Professional Transition | ITIL USA], paragraph 3, sentence 3

質問 # 43

An organization is implementing new technology that will significantly improve how they interact with their customers.

Which term BEST describes this situation?

- A. IT transformation
- B. High velocity IT
- C. Digital organization
- D. Digital transformation

正解: D

解説:

Digital transformation is the process of using digital technologies to create new or modify existing business processes, culture, and customer experiences to meet changing business and market requirements¹. It is not just about implementing new technology, but also about changing the way an organization operates and delivers value to its customers. High velocity IT is one of the four dimensions of service management in ITIL

4, which refers to the rapid delivery and operation of IT-enabled products and services that can continuously evolve². Digital organization and IT transformation are not specific terms defined in ITIL 4, but they could be related to digital transformation in some contexts. References:

* ITIL 4 and Digital Transformation

