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About the upcoming ITIL-4-Transition exam, do you have mastered the key parts which the exam will test up to now? Everyone is conscious of the importance and only the smart one with smart way can make it. Maybe you are unfamiliar with our ITIL-4-Transition Latest Material, but our ITIL-4-Transition real questions are applicable to this exam with high passing rate up to 98 percent and over.

ITIL ITIL-4-Transition (ITIL 4 Managing Professional Transition) Certification Exam covers four modules, each focusing on a specific area of the ITIL 4 framework. The modules are ITIL 4 Foundation, Create, Deliver and Support, Drive Stakeholder Value, and High Velocity IT. Each module is designed to provide a comprehensive understanding of the ITIL 4 framework and prepares individuals to manage IT services in a modern, agile, and digital environment.

ITIL-4-Transition (ITIL 4 Managing Professional Transition) Exam is a globally recognized certification exam designed for IT professionals who want to transition from the ITIL v3 certification scheme to the ITIL 4 certification scheme. The ITIL 4 Managing Professional Transition Exam is a bridge between the two certification schemes, allowing IT professionals to upgrade their skills and knowledge.

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ITIL 4 Managing Professional Transition Exam is intended to help IT professionals gain a deeper understanding of the ITIL 4 framework and its key concepts. ITIL-4-Transition exam is also designed to test an individual's ability to apply the ITIL 4 framework to real-world scenarios. ITIL-4-Transition Exam consists of 40 multiple-choice questions and has a duration of 90 minutes.

ITIL 4 Managing Professional Transition Sample Questions (Q62-Q67):

NEW QUESTION # 62

A service support agents adjusts support actions following a call form a frustrated user. Which concept describes this behavior?

- A. Employee satisfaction management
- B. Team Culture
- C. Positive communication
- D. Customer orientation

Answer: D

Explanation:

Explanation

Customer orientation is an approach to business that focuses on assisting customers in achieving their goals, as opposed to adopting a sales oriented methodology¹². It involves understanding the needs, expectations, and preferences of the customers and delivering value that meets or exceeds them. Customer orientation also implies adapting to the feedback and behavior of the customers and tailoring the service accordingly.

Therefore, when a service support agent adjusts support actions following a call from a frustrated user, they are demonstrating customer orientation, as they are trying to resolve the user's issue in a way that suits their emotional state and satisfaction level.

Customer orientation is one of the key concepts in ITIL 4, as it helps to create value co-creation and drive stakeholder value³⁴. It is also aligned with the ITIL guiding principles of focus on value, collaborate and promote visibility, and keep it simple and practical³⁴.

References:

The customer journey and ITIL 4 | Axelos³

Holistic IT - a non-siloed approach with ITIL 4 | Axelos⁴

Customer Orientation: What it Is and How to Implement It [+Examples]¹

Mastering Customer Orientation: Definition, Importance and Strategies²

NEW QUESTION # 63

Which is an input to the service value system?

- A. A model to help meet stakeholders' expectations
- **B. A need from consumers for new or changed services**
- C. Recommendations to help an organization in all aspects of its work
- D. The system of directing and controlling an organization

Answer: B

Explanation:

Comprehensive and Detailed Explanation From Exact Extract of ITIL 4 Managing Professional Transition:

In ITIL 4, the Service Value System (SVS) transforms inputs into outputs through the use of various components.

The input to the SVS is opportunity and demand.

* Demand refers to the need or desire for products and services from internal or external consumers.

* Opportunity represents options or possibilities to add value.

* The SVS uses this input to produce value as the output. Therefore, Option D - "A need from consumers for new or changed services" - accurately describes an input into the SVS.

NEW QUESTION # 64

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

Answer: A

NEW QUESTION # 65

Which of the following terms is more suitable to describe the functionality of a service?

- A. Outcome
- B. Warranty
- **C. Utility**
- D. Output

Answer: C

Explanation:

Comprehensive and Detailed Explanation From Exact Extract of ITIL 4 Managing Professional Transition:

ITIL 4 defines Utility as:

"The functionality offered by a product or service to meet a particular need."

* Utility is often described as 'fit for purpose'.

* It refers to what the service does - the features or functions that support desired outcomes.

* Warranty, by contrast, is about how the service performs - its availability, capacity, security, etc.

* Output is a deliverable or result of an activity.

* Outcome is a result for a stakeholder enabled by one or more outputs. Thus, Utility most directly represents the functionality of a service, making Option C correct.

NEW QUESTION # 66

Which is the MOST LIKELY way of resolving major incidents?

- A. The service desk identifying the cause and a resolution
- B. A support team following detailed procedures for investigating the incident
- C. Users establishing a resolution using self-help
- **D. A temporary team working together to identify a resolution**

Answer: D

Explanation:

Comprehensive Explanation:

Major incidents typically require:

* Urgent coordinated effort

* Involvement of multiple teams or specialists

* Focused collaboration

* Rapid restoration of service

ITIL describes forming a temporary major incident team as the standard response.

Options A and B are too simple; option D is procedural but not sufficient for major incidents.

NEW QUESTION # 67

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