ITIL ITIL-4-Transition ExamQuestions - 100% Success

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ITIL-4-Transition is an ITIL certification exam, so ITIL-4-Transition is the first step to set foot on the road of ITIL certification. ITIL-4-Transition certification exam become more and more fiery and more and more people participate in ITIL-4-Transition Exam, but passing rate of ITIL-4-Transition certification exam is not very high. When you select ITIL-4-Transition exam, do you want to choose an exam training courses?

ITIL ITIL-4-Transition Exam Syllabus Topics:

Topic	Details
Topic 1	• Create, Deliver, and Support: The section involves understanding how to create, deliver, and support IT services. PeopleCert ITIL v3 professionals will learn how to plan and build a service value stream, as well as how to contribute to the creation, delivery, and support of services across the Service Value System (SVS) and value streams.
Topic 2	• ITIL 4 Foundation: This topic covers the fundamental concepts of service management, including the ITIL guiding principles, the four dimensions of service management, and the ITIL service value system. ITIL v3 professionals will need to understand how these concepts interconnect to form the basis of IT service management.
Topic 3	• High-Velocity IT: The ITIL-4-Transition exam candidates need to understand the high-velocity nature of the digital enterprise and the demands it places on IT. This includes grasping the digital product lifecycle within the ITIL 'operating model' and the importance of the ITIL guiding principles for delivering high-velocity IT.
Topic 4	• Direct, Plan, and Improve: The topic covers the principles and methods of direction, planning, and improvement within the context of the SVS. ITIL v3 professionals will learn about the integration of GRC and how to use Communication and Organizational Change Management for direction, planning, and improvement.

Topic 5	• Drive Stakeholder Value: Here, the ITIL v3 professionals will understand how to design customer journeys and shape demand for IT services. They will also learn how to define service offerings, onboard and offboard customers and users, and ensure continual value co-creation through service consumption and provisioning.

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ITIL 4 Managing Professional Transition exam is a four-day training course that provides a comprehensive understanding of the ITIL 4 framework. ITIL-4-Transition course covers four modules: Create, Deliver and Support, Drive Stakeholder Value, High-Velocity IT, and Direct Plan and Improve. ITIL-4-Transition course material includes case studies, practical exercises, and sample exam questions to help IT professionals prepare for the certification exam.

ITIL 4 Managing Professional Transition Sample Questions (Q97-Q102):

NEW QUESTION # 97
Which statement is CORRECT when considering a transformation to high velocity IT?

- A. High-velocity IT should be applied throughout the organization
- B. Customer-facing systems should be excluded from the change
- C. High performance is usually part of the change
- D. All organizations benefit from high velocity

Answer: C

Explanation:
Explanation
A transformation to high velocity IT is a change that involves adopting digital operating models and practices that enable organizations to deliver products and services faster, better, and cheaper. High velocity IT is not suitable for all organizations or all parts of an organization, as it depends on the context, culture, and objectives of each situation. Therefore, statements A and C are incorrect. High velocity IT is especially relevant for customer-facing systems, as they need to meet the changing needs and expectations of customers in a competitive and dynamic environment. Therefore, statement D is also incorrect. High performance is usually part of the change, as high velocity IT aims to improve the quality, value, and outcomes of the products and services delivered, as well as the efficiency, effectiveness, and agility of the processes and practices involved. Therefore, statement B is correct. References:
ITIL 4 Specialist: High-velocity IT | Axelos
ITIL 4 High-velocity IT: the digital enterprise | Axelos
ITIL 4 High Velocity IT (HVIT) Book - EVERYONE - Skillsoft
ITIL 4 Specialist: High Velocity IT - Good e-Learning

NEW QUESTION # 98
An organization's customers have historically been satisfied with the functionality and performance of its service. Recently, hovever, the organization is getting complaints about both the performance of the services and areas such as sales and customer support. How BEST can the organization collect the information needed to address these complaints?

- A. Gather customer service performance metrics and map to SLAs
- B. Use feedback from service reviews to assess value realization
- C. Conduct satisfaction surveys after service interactions
- D. Collect customer experience and service level metrics

Answer: D

NEW QUESTION # 99
Which of the following statements is included in the Improve value chain activity's purpose?

- A. Ensure continual engagement and good relationships with all stakeholders
- B. Ensure the continual improvement of practices across all value chain activities
- C. Ensure a shared understanding of the improvement direction for services across the organization
- D. Ensure services continually meet expectations for quality, costs, and time to market

Answer: D

Explanation:
Comprehensive Explanation:
The purpose of the Improve value chain activity includes:
Ensuring the continual improvement of services, practices, and value chain activities so they meet expectations for quality, costs, and time to market.
This aligns directly with Option B.

NEW QUESTION # 100
Which ITIL concept helps an organization to make good decisions?

- A. Four dimensions of service management
- B. Practices
- C. Service value chain
- D. Guiding principles

Answer: D

Explanation:
Comprehensive and Detailed Explanation From Exact Extract of ITIL 4 Managing Professional Transition:
ITIL 4 Guiding Principles are defined as:
"Recommendations that guide an organization in all circumstances, regardless of changes in its goals, strategies, type of work, or management structure." They support organizational decision-making by encouraging:
* Value focus
* Collaboration
* Simplicity
* Optimization and automation
Thus, Option B is correct.

NEW QUESTION # 101
Which practice guarantees that users have a range of access channels to choose from to report problems?

- A. Incident management
- B. Change enablement
- C. Service level management
- D. Service desk

Answer: D

Explanation:
Comprehensive Explanation:
The Service Desk is responsible for:
* Providing a single point of contact
* Ensuring users can reach support via multiple channels, such as:
* Phone
* Email
* Web portals

* Chatbots
* Self-service
This ensures users have multiple ways to report issues and seek help.
Thus, Option A is correct.

NEW QUESTION # 102

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