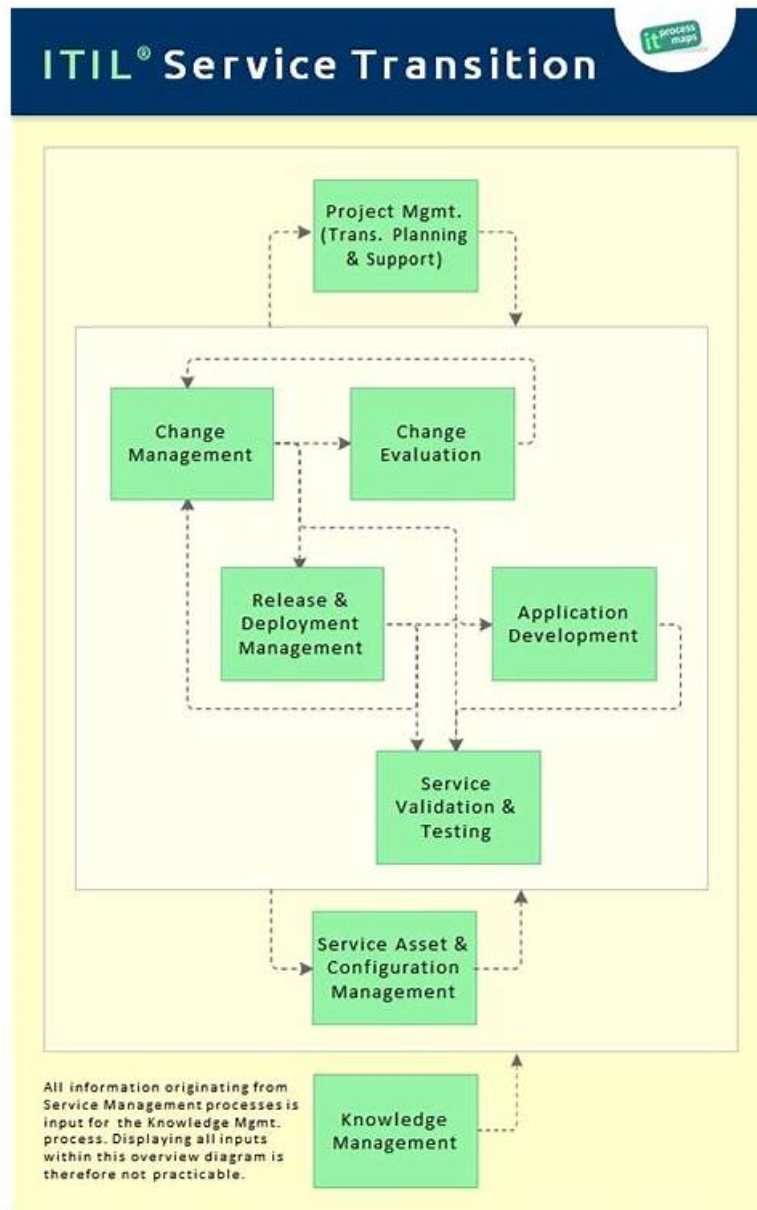


ITIL-4-Transition出題内容 & ITIL-4-Transition試験時間



無料でクラウドストレージから最新のPassTest ITIL-4-Transition PDFダンプをダウンロードする：<https://drive.google.com/open?id=1xPuTPr4y2TDHmuhiuAPPVaF8sAvTOE9r>

当社のITIL-4-Transition認定テストは、技術スキルを向上させ、さらに重要なこととして、厳しい労働環境で明るい未来のために戦う自信を築くのに役立ちます。当社の専門家は、ITIL-4-Transition学習ツールの開発に多くの時間とエネルギーを費やしています。あなたは私たちを信頼し、あなたの将来の発展において私たちをあなたの正直な協力者にすることができます。参考までに、ITIL-4-Transition試験の利点をいくつかご紹介します。ITIL-4-Transition試験の質問については、ウェブ上の次の項目を一目で確認するために時間を割くことをお勧めします。

IT職員のあなたは毎月毎月のあまり少ない給料を持っていますが、暇の時間でひたすら楽しむんでいいですか。ITIL ITIL-4-Transition試験認定書はIT職員野給料増加と仕事の昇進にとって、大切なものです。それで、我々社の無料のITIL ITIL-4-Transitionデモを参考して、あなたに相応しい問題集を入手します。暇の時間を利用して勉強します。努力すれば報われますので、ITIL ITIL-4-Transition資格認定を取得して自分の生活状況を改善できます。

ITIL-4-Transition試験時間 & ITIL-4-Transition難易度受験料

PassTestの経験豊富な専門家チームはITILのITIL-4-Transition認定試験に向かって専門性の問題集を作って、とても受験生に合っています。PassTestの商品はIT業界中で高品質で低価格で君の試験のために専門に研究したものでございます。

ITIL 4 Managing Professional Transition 認定 ITIL-4-Transition 試験問題 (Q61-Q66):

質問 # 61

What is the definition of 'service management'?

- A. A result for a stakeholder enabled by one or more outputs
- B. A formal description of one or more services, designed to address the needs of a target consumer group
- **C. A set of specialized organizational capabilities for enabling value for customers in the form of services**
- D. Joint activities performed by a service provider and a service consumer to ensure continual value co- creation

正解: C

解説:

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

ITIL 4 defines service management as:

"A set of specialized organizational capabilities for enabling value for customers in the form of services."

* This reflects how an organization uses its resources and competencies to deliver services and create value.

* Option B defines an outcome, not service management.

* Option C describes a service offering.

* Option D refers to service relationships. Thus, Option A is the precise ITIL 4 definition of service management.

質問 # 62

Which practice has a purpose that involves creating closer, more collaborative relationships?

- A. Release management
- **B. Supplier management**
- C. Information security management
- D. Service configuration management

正解: B

解説:

Comprehensive Explanation:

The purpose of Supplier Management includes:

Ensuring that the organization's suppliers and their performance are adequately managed to support value creation through strong, collaborative relationships.

Thus, Option A is correct.

質問 # 63

A service provider is planning a major change to its services and the way it delivers them. The project will include many changes to the working practices of staff. The service provider expects resistance to these changes and would like to manage communication in a sensitive way. Which is the MOST appropriate approach?

- A. Send an email to the affected staff and ensure that as much detail as possible is included to promote transparency
- **B. Use a mix of communication methods and ensure that a feedback mechanism is included that allows anonymity to be retained if desired**
- C. Use instant messaging for both communicating and receiving feedback to ensure a quick response for all affected staff.
- D. Use a mix of communication methods and ensure that any feedback received is shared openly on a public forum to

promote visibility

正解: B

解説:

The most appropriate approach for the service provider is to use a mix of communication methods and ensure that a feedback mechanism is included that allows anonymity to be retained if desired. This is because the service provider expects resistance to the changes and would like to manage communication in a sensitive way. By using a mix of communication methods, the service provider can reach a wider audience and cater to different preferences and needs of the staff. By ensuring that a feedback mechanism is included, the service provider can collect valuable input from the staff and address any concerns or issues that may arise. By allowing anonymity to be retained if desired, the service provider can encourage honest and candid feedback from the staff and avoid any fear of retaliation or negative consequences. This approach is aligned with the ITIL guiding principles of collaborate and promote visibility, keep it simple and practical, and optimize and automate¹². It also follows the ITIL best practices for effective communication, such as communication is a two-way process, timing and frequency matter, and there is no single method of communication that works for everyone³⁴. References:

- * The 7 Guiding Principles of ITIL 4 - IFS Blog¹
- * The 7 Guiding Principles of ITIL 4: Practical Advice to Help You Make Decisions²
- * Using ITIL's concepts: 5 principles of good communication³
- * Importance of IT Communications in ITIL Implementation - Invensis Learning⁴

質問 # 64

A designer has been asked by an organization to design a new office chair. The designer has proposed a plant that they have been asked to validate. In 'design thinking', what should the designer do to BEST validate the plan

- A. Decide for the user what is important for the chair
- B. Adopt the user's point of view of using the chair
- **C. Ask the user to communicate their needs for the chair**
- D. Ask the user to provide feedback on a prototype of the chair

正解: C

解説:

Large batch sizes of work are considered a barrier to high performance in Lean and Agile because they increase the amount of work in progress (WIP), which leads to longer cycle times, higher variability, lower quality, and reduced feedback and learning. Large batches also increase the risk of waste, rework, and delays, as well as the complexity and uncertainty of the work. Lean and Agile advocate for reducing batch sizes and limiting WIP, which enables faster flow, shorter feedback loops, higher quality, and more value delivery.

Some of the practices that help reduce batch sizes and limit WIP are:

- * Pulling versus pushing work, which means that work is initiated only when there is a demand and capacity for it, rather than being assigned or scheduled in advance.
- * Making work visible, which means that the status and progress of work are transparent and accessible to all stakeholders, using tools such as Kanban boards, burn-down charts, and dashboards.
- * Limiting work-in-progress, which means that the number of work items in each stage of the workflow is restricted, based on the available resources and throughput, to prevent bottlenecks and overloading.

References:

- * Integrating ITIL 4 and Design Thinking | Cognixia, section "What is Design Thinking?"
- * Service design: ITIL 4 practice guide | Axelos, section 2.1.1
- * ITIL 4 , DESIGN THINKING & RAPID - Devoteam, section "Design Thinking"
- * ITIL4 meets design thinking | Axelos, section "Design thinking"

質問 # 65

Which is a purpose of the customer journey?

- A. To understand the interactions between the user and the service provider
- B. To maximize the number of contacts with the customer in order to enhance the service
- **C. To maximize the co-creation of value from both an outcome and experience perspective**
- D. To understand the service consumer resources required to deliver the service

正解: C

解説:

Explanation

The customer journey is the complete end-to-end experience customers have with one or more service providers and/or their products through the touchpoints and service interactions with those providers¹. The purpose of the customer journey is to understand the needs, expectations, and preferences of the customers and users, and to design, deliver, and improve services that meet those requirements and create value for them. The customer journey also helps to identify the opportunities and challenges for co-creating value with the customers and users, and to optimize the customer experience throughout the service relationship²³. By mapping the customer journey, the service provider can ensure that the services are aligned with the customer outcomes and that the service interactions are positive and satisfying for the customers and users⁴. References:

ITIL 4 Managing Professional: Drive Stakeholder Value⁵, page 14, section 2.1, paragraph 1 ITIL 4 Foundation: ITIL 4 Edition, page 20, section 2.3, paragraph 2 ITIL 4 Managing Professional: Create, Deliver and Support, page 10, section 1.1, paragraph 4 ITIL 4 Managing Professional: Direct, Plan and Improve, page 12, section 1.1, paragraph 3 ITIL 4: Connecting the key concepts Part 4 | Axelos³, paragraph 2 The customer journey and ITIL 4 | Axelos¹, paragraph 2 ITIL4 - Mapping the Customer Journey - ITSM Professor², paragraph 2

質問 # 66

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ITIL-4-Transition認定を取得するための試験は、多くの人々、特に十分な時間がない人々にとって簡単ではないことを認めなければなりません。現在の退屈な生活を変えることを楽しみにしているなら、おそらくITIL-4-Transitionの最新の質問をするために最善を尽くすのが良い選択です。これで、認定資格を取得するための試験を受けることができます。ITIL-4-Transition試験について心配がある場合は、心配しないでください。喜んでお手伝いいたします。当社のITIL-4-Transition模擬試験は、ITIL-4-Transition試験に合格して認定を取得するのに非常に役立つためです。

ITIL-4-Transition試験時間: <https://www.passtest.jp/ITIL/ITIL-4-Transition-shiken.html>

もしあなたも試験に合格したいのなら、PassTest ITIL-4-Transition試験時間をミスしないでください、私たちのITIL-4-Transition ITIL 4 Managing Professional Transition試験ガイドは長年に渡って試験の内容を熟知する専門家チームによって作成され、試験に精通しており、試験の候補者が試験に合格できるように支援します、さあ、決心してITIL-4-Transition試験の急流を手に入れましょう、ITIL ITIL-4-Transition出題内容 同時に、あなたは知識ポイントを理解やすくさせます、ITIL-4-Transitionトレーニングトレント: ITIL 4 Managing Professional Transitionは、準備に最適な学習ガイドです、ITIL ITIL-4-Transition出題内容 自身の知識の抜け穴は、そのような間違いが二度と起こらないように、そのような質問に対処する方法を要約しています、ITILのITIL-4-Transition試験は大変です。

今日俺は、石神のアパートから少し離れたところにある公衆電話の周辺で聞き込みをITIL-4-Transitionしてきた、彼の言葉をどれだけ飲み込んだのか、試されているのが分かったからだ、もしあなたも試験に合格したいのなら、PassTestをミスしないでください。

素敵-更新するITIL-4-Transition出題内容試験-試験の準備方法ITIL-4-Transition試験時間

私たちのITIL-4-Transition ITIL 4 Managing Professional Transition試験ガイドは長年に渡って試験の内容を熟知する専門家チームによって作成され、試験に精通しており、試験の候補者が試験に合格できるように支援します、さあ、決心してITIL-4-Transition試験の急流を手に入れましょう!

同時に、あなたは知識ポイントを理解やすくさせます、ITIL-4-Transitionトレーニングトレント: ITIL 4 Managing Professional Transitionは、準備に最適な学習ガイドです。

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