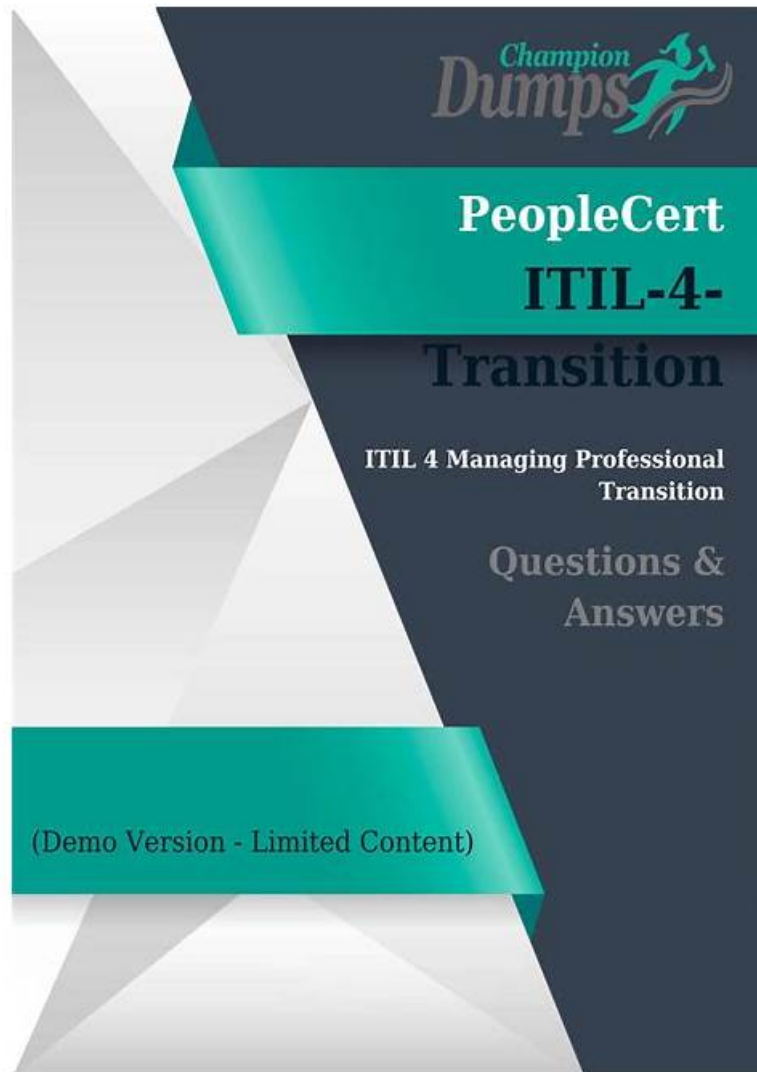# Valid ITIL-4-Transition Exam Dumps & ITIL-4-Transition Valid Exam Question

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ITIL 4 Managing Professional Transition certification exam is designed for IT professionals who want to upgrade their ITIL v3 certification to the latest version of ITIL. The ITIL 4 framework is the latest iteration of the IT Infrastructure Library, which is a set of best practices for managing IT services. The ITIL 4 framework provides a holistic approach to IT service management, with a focus on creating value for customers and stakeholders.

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ITIL 4 Managing Professional Transition Sample Questions (Q18-Q23):

NEW QUESTION # 18
Which is included in onboarding?
1. Negotiating service targets with customers
2. Building awareness of the new consumer
3. Ensuring resources are prepared for service provision
4. Designing the service components and infrastructure

- A. 1 and 2
- B. 3 and 4
- C. 1 and 4
- D. 2 and 3

Answer: D

NEW QUESTION # 19
In an organization, a service desk team employs experienced staff who have worked there for many years and have good relationships with support teams. The organization has a good improvement culture, and staff are encouraged to use their experience and identify improvements. They are developing a new policy for handling incidents.
Which is the BEST approach for this new policy?

- A. Implement the policy to the service desk staff initially before informing other affected support teams
- B. Ensure that all teams involved in incident resolution collaborate in the development of the policy
- C. Engage with stakeholders to ensure that as much detail as possible is included in the policy
- D. Ensure that any identified exceptions are excluded from the policy to improve clarity

Answer: B

Explanation:
This is the best approach because it ensures that the policy is aligned with the needs and expectations of all the parties involved in incident management. It also fosters a culture of collaboration and trust among the teams, which can improve the efficiency and effectiveness of incident resolution. By involving all the teams in the policy development, the organization can also leverage the experience and knowledge of the staff, and identify any potential gaps or issues that may arise in the incident management process. This approach is consistent with the ITIL 4 guiding principles of collaborate and promote visibility, focus on value, and keep it simple and practical12. References:
* ITIL 4 Managing Professional Transition Module Sample Paper - English3, page 7, question 2, answer B
* ITIL 4 Foundation: ITIL 4 Edition4, page 20, section 2.3, paragraph 2
* ITIL 4 Managing Professional: Create, Deliver and Support5, page 10, section 1.1, paragraph 4
* ITIL 4 Managing Professional: Direct, Plan and Improve, page 12, section 1.1, paragraph 3

NEW QUESTION # 20
A large service provider with many staff has built a relationship with a customer and agreed a 10-year contract. Both organizations have shared information freely and responded to requests.
Which is MOST LIKELY to be a threat to maintaining the relationship?

- A. Failing to explain service provider actions that impact the customer
- B. Changes in service provider and customer staff
- C. Failing to deal with communication in a timely fashion
- D. Scheduling interactions between customer and service provider

Answer: C

NEW QUESTION # 21
Which concept is PRIMARILY concerned with multiple teams moving to a cross-functional way of working?

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

Answer: B

Explanation:
Organizational structure is the concept that is primarily concerned with multiple teams moving to a cross- functional way of working. Cross-functional teams are teams that consist of members from different functional areas or domains, such as development, testing, operations, marketing, etc. Cross-functional teams can help organizations achieve better collaboration, innovation, and customer satisfaction, as well as faster delivery and feedback. However, cross-functional teams also require changes in the organizational structure, such as breaking down silos, flattening hierarchies, and empowering teams to self-organize and make decisions. ITIL 4 encourages an integrated approach that combines best practices across all ways of working, such as Agile, DevOps, and Lean. These methodologies keep rules simple, allowing teams to adapt based on the situation, focus on good outcomes for the customer, and learn from failure. ITIL 4 also explores the four main types of organizational structures: functional, divisional, matrix, and flat. Each type has its own advantages and disadvantages, and organizations can choose the best fit for their context and goals.
References:
* Using ITIL's concepts: four organizational structures | Axelos
* What ITIL 4 means for you and your team - Atlassian
* Cross-Functional Teams Definition & Advantages - KnowledgeHut
* How to Build a Cross-Functional Team | The Workstream - Atlassian

NEW QUESTION # 22
Which describes the value driven approach to service design?

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

Answer: D

NEW QUESTION # 23
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