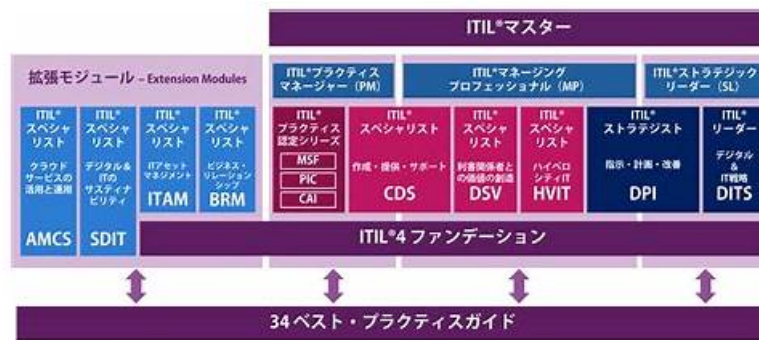


ITIL ITIL-4-Transition認定試験の内容を見せる



ちなみに、ShikenPASS ITIL-4-Transitionの一部をクラウドストレージからダウンロードできます：<https://drive.google.com/open?id=1Fx7Tm-ICgO45sbW9TSCk14FVz1MyBT04>

私たちの努力は自分の人生に更なる可能性を増加するためのことであると思われれます。あなたは弊社 ShikenPASSのITIL ITIL-4-Transition試験問題集を利用し、試験に一回合格しました。ITIL ITIL-4-Transition試験認証証明書を持つ皆様は面接のとき、他の面接人員よりもっと多くのチャンスがあります。その他、ITIL-4-Transition試験認証証明書も仕事昇進にたくさんのメリットを与えられます。

ITIL-4トランジション試験、またはITIL 4 Managing Professionalトランジション試験は、IT専門家がビジネス環境でITサービスを管理するための広く認知されたガイドラインであるITIL 4フレームワークの深い理解を得るために設計された認定プログラムです。この試験は、既にITIL v3認定を取得しているIT専門家がITIL 4フレームワークにアップグレードしたい場合に向けられています。

ITIL ITIL-4-Transition (ITIL 4 Managing Professional Transition) 認定試験は、ITプロフェッショナルがITIL v3からITIL 4に移行するために必要なスキルと知識を検証する、世界的に認められた資格です。この認定試験は、ITIL 4フレームワークおよびその主要な概念、原則、およびプラクティスに対する理解を評価するために設計されています。ITIL v3 Foundation試験に合格したことがあるITプロフェッショナルで、知識とスキルをITIL 4フレームワークにアップグレードしたい方に最適です。

>> ITIL-4-Transition無料試験 <<

試験の準備方法-有難いITIL-4-Transition無料試験試験-便利なITIL-4-Transitionテスト資料

当社のITIL-4-Transitionガイド急流を購入するすべての顧客情報は、外部に対して機密情報です。当社から漏洩したプライバシー情報について心配する必要はありません。あなたの名前、電子メール、電話番号で連絡できる人はすべて社内のメンバーです。お客様から提供されたプライバシー情報は、オンラインサポートサービスでのみ使用でき、専門スタッフによるリモートアシスタンスを提供できます。当社の専門家は、毎日ITIL-4-Transition試験問題の更新を確認し、お客様に常に情報を提供しています。ITIL-4-Transitionテストガイドについて質問がある場合は、オンラインでメールまたはお問い合わせください。

ITIL 4 Managing Professional Transition 認定 ITIL-4-Transition 試験問題 (Q92-Q97):

質問 # 92

Which is a method for value-driven, data-driven and user-centered service design?

- A. Stakeholder analysis
- B. The MoSCoW method
- C. Balanced scorecard
- D. Design thinking

正解: B

解説:

Explanation

Differential charging is a mechanism that allows the service provider to charge different prices for the same service depending on some pre-defined parameters, such as time of day, location, demand, etc. This way, the service provider can optimize the use of resources and encourage or discourage the consumption of the service at certain times or places. For example, a telecom operator may charge more for a phone call during peak hours than during off-peak hours. This is different from other charging mechanisms, such as:

Cost: The service provider charges the customer the exact amount of money that it costs to deliver the service, without any profit margin or overhead.

Cost plus: The service provider charges the customer the cost of delivering the service plus a fixed percentage or amount of profit.

Market price: The service provider charges the customer the price that is determined by the supply and demand of the service in the market, regardless of the actual cost of delivering the service. References:

Service financial management: ITIL 4 Practice Guide, section 2.2.1

Charging and ITIL Financial Management - What are the options?, section "Internal services - Living on the safe side"

質問 # 93

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

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

正解: B

解説:

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.

質問 # 94

Which term is used to define "any component that needs to be managed in order to deliver an IT service"?

- A. A change
- B. An IT asset
- C. An event
- **D. A configuration item**

正解: D

解説:

Comprehensive Explanation:

A Configuration Item (CI) is defined as:

Any component that must be managed in order to deliver an IT service.

Thus, Option C fits the exact ITIL 4 definition.

質問 # 95

An organization wants to introduce a new service. There are many teams that will contribute to the design, development and transition of the service. Which approach should the organization follow when creating a value stream for this new service?

- A. Create separate value streams for practices, people, tools and suppliers, to ensure that 'four dimensions' are considered equally
- **B. Create one value stream for the entire project, to enable an end-to-end, holistic vision of the service**
- C. Create separate value streams for every project phase, to ensure that each milestone is achieved in an Agile manner
- D. Create one value stream for each team, to allow the teams to focus on their different objectives

正解: B

解説:

Explanation

The organization should follow the approach of creating one value stream for the entire project, to enable an end-to-end, holistic vision of the service. A value stream is a series of steps that an organization undertakes to create and deliver products and services to consumers. A value stream should cover the whole service value chain, from the demand to the value delivery. Creating one value stream for the entire project helps to ensure that the service is aligned with the customer needs, expectations, and outcomes, and that the value is co-created by the provider and the consumer. Creating one value stream also helps to identify the value, waste, and opportunities for improvement in each step, and to optimize the service delivery process. The other options are not correct, as they would result in fragmented, incomplete, or inconsistent value streams. Creating separate value streams for practices, people, tools and suppliers would not consider the 'four dimensions' equally, but rather isolate them from each other. Creating separate value streams for every project phase would not ensure that each milestone is achieved in an Agile manner, but rather create gaps and delays between the phases. Creating one value stream for each team would not allow the teams to focus on their different objectives, but rather create silos and conflicts among the teams. References:

ITIL 4 & swarming - finding the right people & process | Axelos¹

Swarming vs Tiered Support Models Explained - BMC Software²

What ITSM Practitioners Need to Know About Value Stream Mapping³

ITIL 4 Value Streams: do the right things for customer | Axelos⁴

質問 #96

An organization is experiencing difficulties with the way it resolves incidents. The service desk staff are often unsure which teams to escalate an incident to. The incident is then passed between different teams until it reaches the correct team. Also, the service desk analyst does not always know the correct type of information and level of detail which will be required by the team that resolved the issue. The organization is considering moving away from a formally organized system of tiered support groups. Which is an alternative to this structure that would help to improve the situation?

- **A. Swarming**
- B. Robotic process automation
- C. Continuous integration
- D. Data analytics

正解: A

解説:

Explanation

Swarming is an alternative to the tiered support structure that would help to improve the situation. Swarming is a workflow management method that features in ITIL 4 Specialist: Create, Deliver and Support. It is designed for organizations that support complex systems or services. Swarming involves stakeholders working together to resolve the issue, rather than escalating it through different levels of support. Swarming can be used to identify the responsible group for the next action, or a swarm might be responsible for resolution.

Swarming is a technique to more effectively resolve complicated and complex issues, which typically require more than one person or group to complete an activity effectively. Swarming can also help to disseminate knowledge and experience among the support staff, and reduce the queues and delays caused by the escalation process. The other options are not relevant to the situation. Data analytics is the process of analyzing data to generate insights and support decision making. Robotic process automation is the use of software robots to automate repetitive and rule-based tasks. Continuous integration is a software development practice that involves merging code changes frequently and testing them automatically. References:

ITIL 4 & swarming - finding the right people & process | Axelos¹

Swarming vs Tiered Support Models Explained - BMC Software²

質問 #97

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ITIL-4-Transitionテスト資料: <https://www.shikenpass.com/ITIL-4-Transition-shiken.html>

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