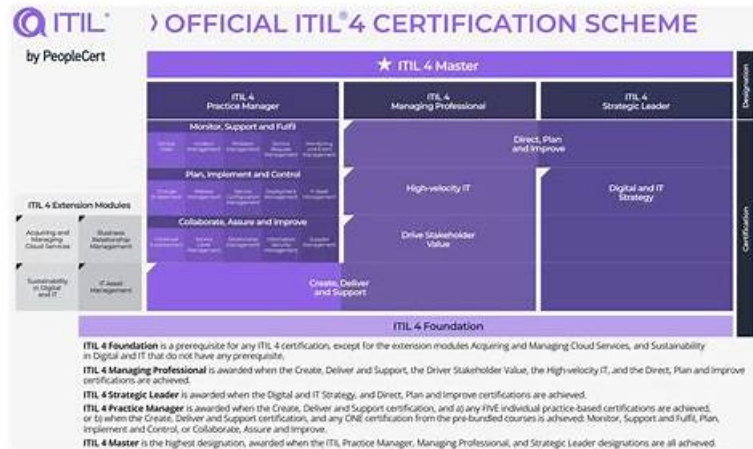


ITIL-4-Transition考試題庫–專業的ITIL-4-Transition認證題學習資料



P.S. VCESoft在Google Drive上分享了免費的2026 ITIL ITIL-4-Transition考試題庫：<https://drive.google.com/open?id=1-QxnqEBFmEnETHkqbcP1e4VMiy49H9Tf>

為了讓生活過得更好些，參加 ITIL-4-Transition 認證考試獲取 ITIL 認證是每位選擇IT行業的工作人員必經之路。只有獲取了公司要求的這張證書既可獲得加薪和升遷的機會。而 ITIL 在考古題考試方面的雄厚實力源於業界企業的大力支持。數千家公司均依託 ITIL 標準來提供一個可靠的員工業績評估。此外，數十家擁有自己考古題專案的公司也非常信賴 ITIL 的 ITIL-4-Transition 考古題，以確保員工具備扎實的技能功底。此舉可以為公司節省大量的時間和開銷。

ITIL-4-Transition（ITIL 4 Managing Professional Transition）認證考試是一項全球認可的認證，旨在驗證IT專業人員在現代數字世界中管理和轉換IT服務的知識和技能。該認證考試適用於已獲得ITIL V3 Foundation認證並希望升級其技能和知識到最新版本ITIL 4的個人。

>> 最新ITIL-4-Transition試題 <<

ITIL-4-Transition參考資料 & ITIL-4-Transition考試大綱

如果你還在為 ITIL的ITIL-4-Transition考試認證而感到煩惱，那麼你就選擇VCESoft培訓資料網站吧，VCESoft ITIL的ITIL-4-Transition考試培訓資料無庸置疑是最好的培訓資料，選擇它是你最好的選擇，它可以保證你百分百通過考試獲得認證。來吧，你將是未來最棒的IT專家。

ITIL 4 Managing Professional Transition 考試是一個具有挑戰性的考試，需要充分的準備和熟悉 ITIL v3 框架。了解 ITIL 4 中引入的新概念，熟悉服務管理實踐和指導原則至關重要。充分的準備和實踐對於通過考試並成為 ITIL 4 管理專業人員至關重要。

最新的 ITIL 4 Managing Professional ITIL-4-Transition 免費考試真題 (Q69-Q74):

問題 #69

In service relationships what is a benefit of identifying consumer roles?

- A. It enables effective stakeholder management
- B. It enables a common definition of value
- C. It provides shared service expectations
- D. It removes constraints from the customer

答案：A

解題說明：

Identifying consumer roles in service relationships is a benefit because it helps the service provider to understand the needs,

expectations, and responsibilities of each type of consumer. This enables effective stakeholder management, which is the process of identifying, analyzing, planning, and communicating with the people or groups involved in or affected by a service. By knowing the consumer roles, the service provider can tailor the service offerings, agreements, and interactions to suit each role and create value for them. For example, the service provider can communicate with the customer (the person who defines the requirements and pays for the service) about the service strategy and value proposition, while communicating with the user (the person who uses the service) about the service features and feedback. The sponsor (the person who authorizes the budget and supports the service) can also be involved in the decision-making and governance of the service. By identifying and managing the consumer roles, the service provider can build trust, collaboration, and alignment with the consumers and deliver better service outcomes. References: 1, 2, 3

問題 #70

A customer is retiring a service and has terminated the contract for the service with the service provider. The service provider will continue to deliver other services to the customer. Which should the service provider include in the plans to off board the service?

- A. Providing information to users about how to contact the service desk
- **B. Identifying and making request for outstanding payments for the service**
- C. Creating training schedules for users on how to use the service
- D. Ensuring that user access rights are revoked for all services

答案: B

問題 #71

Information that is needed to resolve problems is difficult to obtain because IT staff are worried that they will be blamed for mistakes.

Which concept can MOST help to resolve this?

- A. Design thinking
- B. Valuable investments
- C. Agile
- **D. Safety culture**

答案: D

解題說明:

Safety culture is a concept that refers to the shared beliefs, perceptions, and values in relation to risks within an organization. A safety culture encourages people to be open and honest about their mistakes, learn from them, and improve their performance. A safety culture also fosters trust, collaboration, and visibility among IT staff, which can help to obtain the information needed to resolve problems. According to ITIL 4, safety culture aligns with the guiding principle of "collaborate and promote visibility", which states that "working together across boundaries produces results that have greater buy-in, more relevance to objectives, and increased likelihood of long-term success" 1. Safety culture is also one of the key elements of the high-velocity IT approach, which aims to enable organizations to thrive in the digital era 23. References:

* ITIL 4 Information security and risk management practices: embedding safety culture and behaviour

* Safety cultures and happy employees

* The importance of Safety Culture in the success of IT

問題 #72

Which is an example of a digital organization?

- A. An organization which uses IT to support its operational processes
- **B. An organization which uses IT to change its strategic direction**
- C. An organization which has undergone an IT transformation
- D. An organization which uses IT to improve its 'service desk' practice

答案: B

問題 #73

Which value chain activity ensures that products deliver stakeholder expectations for quality?

- [illegible]

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BONUS!!! 免費下載VCESoft ITIL-4-Transition考試題庫的完整版: <https://drive.google.com/open?id=1-QxnqEBFmEnETHkqbcP1e4VMiy49H9Tf>