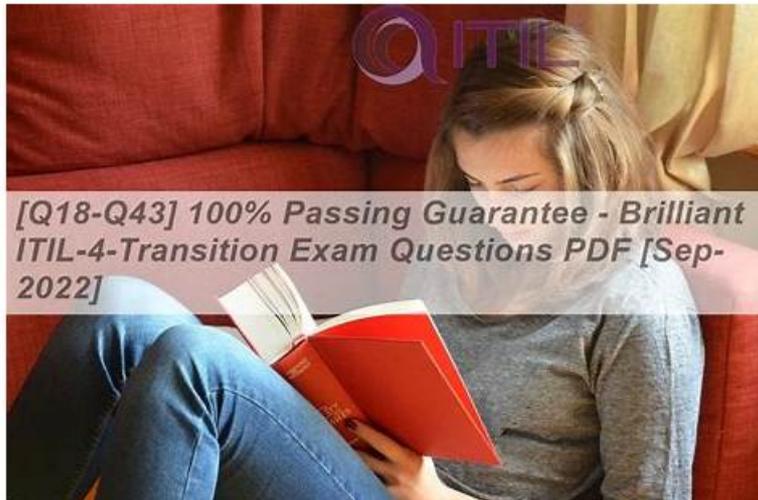


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### ITIL 4 Managing Professional Transition Sample Questions (Q31-Q36):

#### NEW QUESTION # 31

Which ITIL concept helps an organization to make good decisions?

- A. Service value chain
- B. Practices
- C. Four dimensions of service management
- 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 # 32

In which TWO situations should be ITIL guiding principles be considered?

1. In every initiative
2. In all relationships with stakeholders
3. Only specific initiatives where the principle is relevant
4. Only specific stakeholder relationships where the principle is relevant

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

**Answer: A**

Explanation:

An 'outside in' approach is one that focuses on the customer perspective and value, rather than the internal processes and governance of the IT organization. According to ITIL 4, this approach helps to co-create value with customers and users, and align the IT services with the business strategy and outcomes. Therefore, conducting customer and user satisfaction surveys to gather feedback on how customers and users perceive the support of IT services is an example of an 'outside in' approach, as it helps to understand the customer needs, expectations, and experiences. The other options are examples of an 'inside out' approach, as they focus on the internal aspects of the IT organization, such as the suppliers, the technical teams, and the software tools, rather than the customer value and outcomes. References:

- \* ITIL and Value: Co-Creating Value in Organisations with ITIL 41
- \* Using ITIL to move to a service culture2
- \* ITIL 4 Managing Professional Transition Module
- \* ITIL 4 Managing Professional Transition Module - Courseware

### NEW QUESTION # 33

An organization with established processes for managing incidents, changes, and problems, receives a high volume of calls from users complaining that their issues are not being resolved efficiently.

What is the FIRST step the organization should take to start to improve the situation?

- A. Review skills and competencies of user support staff to ensure they have the required capability
- B. Improve the integration of tools to ensure there are no gaps between processes
- C. Encourage teams to collaborate so they can focus on value for users
- D. Use value stream mapping to help understand the end-to-end flow of user support

**Answer: D**

Explanation:

Explanation

Value stream mapping is a lean tool that documents the step-by-step processes required to bring a product or service to market. It helps visualize, analyze, and improve all the steps involved by identifying waste and reducing process cycle times. The ultimate goal of VSM is to create more value for customers while improving overall efficiency<sup>1</sup>. An organization that receives a high volume of calls from users complaining that their issues are not being resolved efficiently should use value stream mapping to help understand the end-to-end flow of user support. By laying out each step in detail within the user support process, VSM helps the organization better understand and more easily identify optimization opportunities. VSM also helps the organization see more than waste in their user support process, including the sources of waste, the value-adding and non-value-adding activities, the material and information flow, and the decisions that affect the flow<sup>2</sup>. Using value stream mapping, the organization can create a current state map that shows the actual condition of the user support process, and a future state map that shows the target image of how the user support process should work after making improvements. VSM also forms the basis of an implementation plan, a blueprint for improvement, that

helps the organization design how the whole user support process should operate<sup>2</sup>. Therefore, using value stream mapping is the first step the organization should take to start to improve the situation. References:

Understanding the Fundamentals of Value-Stream Mapping

Value stream mapping: Examples, process, template, and symbols

#### NEW QUESTION # 34

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

- A. Obtain/build
- B. Plan
- C. Engage
- D. Design and transition

**Answer: D**

Explanation:

Explanation

The value chain activity that ensures that products and services continually meet stakeholder expectations for quality, costs and time to market is design and transition. This activity involves the following steps<sup>12</sup>:

Defining the requirements and specifications of the products and services based on the demand and feedback from the customers and other stakeholders.

Designing the products and services according to the requirements and specifications, as well as the best practices and standards of the organization and the industry.

Developing and testing the products and services to ensure that they meet the quality criteria and the expected outcomes.

Deploying and releasing the products and services to the customers and users, ensuring that they are ready for use and operation.

Validating and evaluating the products and services to ensure that they deliver the intended value and meet the stakeholder expectations.

Transitioning the products and services from the development stage to the operational stage, ensuring that they are integrated with the existing processes, systems and resources of the organization.

References: 1: ITIL 4 Create, Deliver and Support, AXELOS, 2019, p. 23-24 2: Value Chain Activity:

Design & Transition - Altvista, 3

#### NEW QUESTION # 35

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

**Answer: C**

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

