

100%합격보장가능한ITIL-4-Transition적중율높은인증덤프최신덤프공부



그 외, DumpTOP ITIL-4-Transition 시험 문제집 일부가 지금은 무료입니다: <https://drive.google.com/open?id=1wluncKJqlIDJs5SPyoRsSnoy44fPJKJOi>

DumpTOP는 저희 제품을 구매한 분들이 100%통과율을 보장해드리도록 최선을 다하고 있습니다. DumpTOP을 선택한 것은 시험패스와 자격증취득을 예약한 것과 같습니다. DumpTOP의 믿음직한 ITIL인증 ITIL-4-Transition덤프를 공부해보세요.

ITIL-4-전환 시험은 서비스 관리 실천 방법, 서비스 가치 체인, 서비스 관리 도구 및 기술 등 ITIL 4와 관련된 다양한 주제를 다룹니다. 이 시험은 40개의 객관식 문제로 구성되어 있으며, 시험 응시자는 90분 동안 시험을 완료해야 합니다. 시험을 통과하려면 응시자는 40개 중 최소 28점 이상을 얻어야 합니다. ITIL-4-전환 시험은 여러 언어로 제공되며, 온라인 또는 인증된 시험 센터에서 응시할 수 있습니다. 전반적으로 이 시험은 IT 서비스 관리 분야에서 최신 동향과 최고의 실천 방법에 대해 최신 정보를 유지하고자 하는 IT 전문가에게 가치 있는 자격증입니다.

ITIL ITIL-4-전환 (ITIL 4 관리 전문가 전환) 인증 시험은 IT 서비스 관리에서 경력을 발전시키고자 하는 IT 전문가들에게 중요한 자격증입니다. 이 인증은 이미 ITIL v3 자격증을 소지한 사람들을 대상으로 하며, 최신 ITIL 4 프레임워크로 기술을 업그레이드하고자 하는 분들을 위해 설계되었습니다.

>> ITIL-4-Transition적중율 높은 인증덤프 <<

ITIL-4-Transition높은 통과율 시험덤프문제 - ITIL-4-Transition최신버전 시험덤프

DumpTOP는 오래된 IT인증 시험덤프를 제공해드리는 전문적인 사이트입니다. DumpTOP의 ITIL인증 ITIL-4-Transition덤프는 업계에서 널리 알려진 최고품질의 ITIL인증 ITIL-4-Transition 시험대비자료입니다. ITIL인증 ITIL-4-Transition덤프는 최신 시험문제의 시험범위를 커버하고 최신 시험문제유형을 포함하고 있어 시험패스율이 거의 100%입니다. DumpTOP의 ITIL인증 ITIL-4-Transition덤프를 구매하시면 밝은 미래가 보입니다.

최신 ITIL 4 Managing Professional ITIL-4-Transition 무료샘플문제 (Q96-Q101):

질문 #96

Which statement about user communities is CORRECT?

- A. Every user community should have at least one super-user
- B. Informal user communities should be disbanded and merged into official groups
- C. Communities set up by users may be recognized and supported by service providers
- D. User communities are created by service providers to investigate the cause of problems

정답: C

설명:

User communities are groups of people who share a common interest or need related to a service or product. They can be formal or informal, online or offline, and may be initiated by service providers or users themselves. User communities can provide valuable feedback, insights, and support for service providers, as well as enhance the user experience and satisfaction. Therefore, service providers may recognize and support user communities that are set up by users, as long as they respect their autonomy and do not interfere with their activities. User communities are not created by service providers to investigate the cause of problems (option A), nor should they be disbanded or merged into official groups (option C). User communities may or may not have super-users, who are users with advanced skills or knowledge who can help other users, but this is not a requirement for every user community (option D). References: ITIL 4 Foundation, page 77; ITIL 4 Specialist: Drive Stakeholder Value, page 33.

질문 #97

Which is an example of results-based measurement and reporting?

- A. Measuring and reporting the number of hours worked by service desk employees
- B. Measuring and reporting the number of supplier-related interruptions to a service
- C. **Measuring and reporting the customer satisfaction with closed incidents**
- D. Measuring and reporting the cost of providing a service to customers and users

정답: C

질문 #98

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

정답: B

설명:

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

질문 #99

Which guiding principle would help the MOST in breaking down silos and eliminating conflicting goals?

- A. Start where you are
- B. Optimize and automate
- C. Progress iteratively with feedback
- D. **Collaborate and promote visibility**

정답: D

설명:

Collaborate and promote visibility is the guiding principle that would help the most in breaking down silos and eliminating conflicting goals. This principle encourages working together across boundaries and sharing information and knowledge with relevant stakeholders. By doing so, the organization can achieve a common understanding of the vision, objectives, and progress of the service value system. This also helps to avoid duplication of work, reduce errors, and improve efficiency and effectiveness. Collaborate and promote visibility also fosters a culture of trust, openness, and learning, which are essential for continual improvement and innovation. References:

- * ITIL 4 Foundation: ITIL 4 Edition, section 4.3.4
- * 6 reasons why ITIL 4's guiding principle of collaborate and promote visibility is important, section "Collaboration and value co-creation"

질문 # 100

A software development team is intending to develop many new applications and services. They will need contributions from various practices to achieve this. How should these activities be combined?

- A. A value stream should be designed to include activities from all practices that are needed
- B. Practices should operate as suppliers to each other, using guidance from the 'supplier management' practice
- C. The software development manager should define requirements for all practices and ensure that they contribute to the overall service
- D. Each practice should define the outputs it will produce and the required inputs it needs to succeed

정답: A

설명:

Explanation

A value stream is a way of describing how an organization responds to specific types of demand and opportunity, by combining and integrating various activities from different practices. A value stream is based on the service value chain, which is a flexible operating model that outlines the key activities required to facilitate value creation through the delivery and management of products and services. The service value chain consists of six activities: plan, improve, engage, design and transition, obtain/build, and deliver and support. Each activity can be supported by one or more practices, which are sets of organizational resources and capabilities that help perform work or accomplish an objective. By designing a value stream that includes activities from all practices that are needed, the software development team can ensure that they are creating value for their customers and users, as well as capturing value for themselves and other stakeholders. A value stream also helps to optimize the use of resources, eliminate waste, and improve efficiency and effectiveness.

References:

ITIL 4 Foundation: ITIL 4 Edition, section 4.2.1

ITIL 4 Value System: Chain and Stream Differences | SysAid, section "Value Streams"

질문 # 101

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우리DumpTOP가 제공하는 최신, 최고의 ITIL ITIL-4-Transition 시험관련 자료를 선택함으로 여러분은 이미 시험패스 성공이라고 보실수 있습니다.

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- 퍼펙트한 ITIL-4-Transition 적중율 높은 인증덤프 최신버전 덤프샘플문제 다운로드 ➔ www.koreadumps.com은 최고의 ITIL-4-Transition 시험패스 인증공부자료입니다.
- ITIL-4-Transition 완벽한 시험덤프공부 ➔ ITIL-4-Transition 적중율 높은 인증 시험덤프 ➔ ITIL-4-Transition 유효한 덤프문제 ➔ 무료 다운로드를 위해 지금 ➤ www.itdumpskr.com에서 ➤ ITIL-4-Transition 검색 ➤ ITIL-4-Transition 유효한 덤프자료
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니다ITIL-4-Transition최신 업데이트버전 덤프

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