ITIL-4-Transition인증시험덤프자료 - ITIL-4-Transition 덤프공부

많은 분들이ITIL ITIL-4-Transition시험을 패스하려고 하는데 시험대비방법을 찾지 못하고 계십니다. ITIL ITIL-4-Transition덤프를 구매하려면 먼저ITIL ITIL-4-Transition샘플문제를 다운받아 덤프품질을 검증후 주문하시면 믿음이 생길것입니다. ITIL ITIL-4-Transition시험대비덤프는 IT업계에 오랜 시간동안 종사한 전문가들의 노하우로 연구해 낸 최고의 자료입니다.

많은 사이트에서ITIL 인증ITIL-4-Transition 인증시험대비자료를 제공하고 있습니다. 그중에서 Itcertkr를 선택한 분들은ITIL 인증ITIL-4-Transition시험통과의 지름길에 오른것과 같습니다. Itcertkr는 시험에서 불합격성적표를 받으시면 덤프비용을 환불하는 서

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>> ITIL-4-Transition인증시험 덤프자료 <<

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높은 적중율을 자랑하는 ITIL-4-Transition인증시험 덤프자료 덤프자료

Itcertkr는 다른 회사들이 이루지 못한 Itcertkr만의 매우 특별한 이점을 가지고 있습니다.Itcertkr의ITIL ITIL-4-Transition덤프는 전문적인 엔지니어들의ITIL ITIL-4-Transition시험을 분석이후에 선택이 된 문제들이고 적지만 매우 가치 있는 질문과 답변들로 되어있는 학습가이드입니다.고객들은 단지 Itcertkr에서 제공해드리는ITIL ITIL-4-Transition덤프의 질문과 답변들을 이해하고 마스터하면 첫 시험에서 고득점으로 합격을 할 것입니다.

ITIL 4 Managing Professional 전환 시험은 후보자가 ITIL 4 프레임워크를 실제 시나리오에 적용하고 IT 서비스 관리의 핵심 개념과 관행에 대한 지식을 증명하는 능력을 평가합니다. 이 시험은 40개의 객관식 문제로 이루어져 있으며, 90분 동안 진행됩니다. 시험에 대한 합격 점수는 70%이며, 시험을 성공적으로 완료한 후보자는 ITIL 4 Managing Professional 전환 자격증을 수여받습니다. 이 자격증은 전 세계적으로 인정되며, IT 서비스 관리에 대한 전문 지식을 갖춘 IT 전문가가 필요한 조직에서 높은 가치를 돕니다.

최신 ITIL 4 Managing Professional ITIL-4-Transition 무료샘플문제 (Q79-Q84):

질문 # 79
What BEST describes the relationship between planning and risk?

- A. Planning should always consider risks and how to mitigate them
- B. Risk management is the exclusive domain of dedicated risk managers
- C. Planning focuses on what needs to be accomplished, risk management is part of how work is to be performed
- D. Planning is a high level function, risk management is a tactical activity

정답：A

질문 # 80

Which two stakeholders co-create value in the service relationship?

- A. The investor and consumer
- B. The investor and supplier
- C. The consumer and provider
- D. The provider and supplier

정답：C

설명：

According to ITIL 4, value is co-created by two stakeholders in the service relationship: the consumer and the provider. The consumer is the person or organization that defines the requirements for a service and takes responsibility for the outcomes of service consumption. The provider is the person or organization that provides services to consumers. Value is co-created when the consumer and the provider collaborate and communicate to ensure that the service meets the consumer's needs, expectations, and outcomes. Value is not delivered by the provider alone, but rather emerges from the interactions between the provider and the consumer. The other options are not correct, as they do not involve the consumer and the provider. The supplier is a person or organization that provides goods or services to the provider, but does not directly co-create value with the consumer. The investor is a person or organization that provides funding or resources for the provider, but does not directly co-create value with the consumer. References:
* ITIL 4 and value co-creation | Axelos1
* ITIL 4 - from creating value to co-creating value | Axelos2
* What is co-creation in ITIL 4? - QRP International - Belgium3
* Deriving Value Through Cocreation: ITIL And Other Best Practices Frameworks4

질문 # 81
The CIO of a large multi-national organization has noticed that the whole IT department are performing poorly. The CIO is committed to changing the behaviour patterns of their staff to improve performance across the whole IT department.
Which of the following will BEST help to improve staff behaviour?

- A. Running safe to fail experiments that provide learning opportunities
- B. Comparing the cost of delay' between work items to ensure that financially valuable work is prioritized
- C. Adopting Kanban boards to visualise the flow of work across software development teams
- D. Implementing CI/CD toots to deploy software quickly

정답：A

질문 # 82
A legacy financial system requires the user to manually enter the time and date of the transaction to meet regulatory requirements. A recent internal audit has shown that these fields are often blank.
Which are effective controls that could improve compliance?
1. Modify the application to automatically add the current time and date when transaction is entered
2. Establish a communication plan to remind users of the importance of time and date on transactions
3. Develop a goals cascade so all staff know their role in achieving company goals
4. Create a report showing non-compliant records and take action to correct

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

정답：B

설명：

According to ITIL 4, an effective control environment is one that ensures that the organization's objectives are achieved in a reliable and compliant manner1. Effective controls are the mechanisms that prevent, detect, or correct errors, fraud, or non-compliance in the organization's processes and activities2. Some of the characteristics of effective controls are that they are aligned with the organization's goals, policies, and standards, they are proportionate to the level of risk, they are consistent and transparent, they are regularly monitored and reviewed, and they are responsive to changes and improvements3.
In the scenario given, the legacy financial system requires the user to manually enter the time and date of the transaction to meet

regulatory requirements, but these fields are often blank. This indicates a lack of compliance and accuracy in the financial reporting process, which could expose the organization to legal, financial, or reputational risks. Therefore, some effective controls that could improve compliance are:

* Modify the application to automatically add the current time and date when transaction is entered. This is a preventive control that reduces the risk of human error or omission by ensuring that the required information is always captured and recorded in the system. This control also enhances the efficiency and reliability of the process by eliminating the need for manual input.

* Create a report showing non-compliant records and take action to correct. This is a detective and corrective control that identifies and resolves any instances of non-compliance or inaccuracy in the financial records. This control also provides feedback and evidence for the performance and effectiveness of the process and the controls.

The other options are not effective controls for improving compliance in this scenario because they do not directly address the root cause of the problem or provide a specific solution. Establishing a communication plan to remind users of the importance of time and date on transactions is a good practice, but it does not guarantee that the users will follow the instructions or comply with the requirements. Developing a goals cascade so all staff know their role in achieving company goals is a strategic activity, but it does not specify how the financial reporting process or the legacy system will be improved or controlled. Therefore, the best answer is D. 1 and 4. References:

* 1: ITIL 4 Managing Professional: Transition Module | Axelos
* 2: ITIL 4 Managing Professional Transition Course Online - Simplilearn
* 3: ITIL 4 MP Transition: a transformed framework | Axelos
* 4: Internal Controls for Better Compliance | Reducing Risk
* 5: Internal Controls: The Definitive Guide for Risk and Compliance Professionals - RiskOptics
* 6: How to Establish an Effective Control Environment

질문 # 83

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

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

정답：B

설명：

Explanation

Results-based measurement and reporting is a method of measuring and reporting the outcomes and value delivered by products and services, rather than the activities and outputs involved in their creation and delivery12. Results-based measurement and reporting focuses on the achievement of objectives and the satisfaction of stakeholders, rather than the consumption of resources and the completion of tasks12.

An example of results-based measurement and reporting is measuring and reporting the customer satisfaction with closed incidents. This is because customer satisfaction is an indicator of the value and quality of the incident management practice and the service provided to the customers. Customer satisfaction reflects the extent to which the customers' expectations and needs have been met by the resolution of the incidents. Customer satisfaction can also influence the customer loyalty, retention, and advocacy for the service provider34.

The other options are not examples of results-based measurement and reporting, because they measure and report the inputs and outputs of the service delivery, rather than the outcomes and value. Measuring and reporting the number of hours worked by service desk employees, the number of supplier-related interruptions to a service, and the cost of providing a service to customers and users are all examples of activity-based or output-based measurement and reporting. These metrics do not indicate the effectiveness or efficiency of the service delivery, nor the satisfaction or value perceived by the customers and users12.

References: 1: ITIL 4 Create, Deliver and Support, AXELOS, 2019, p. 29-30 2: Measurement and reporting management: ITIL 4 Practice Guide, AXELOS, 2020, p. 5-6 3: ITIL 4 Direct, Plan and Improve, AXELOS,

2019, p. 97-98 4: Reporting on value in service management, AXELOS, 2021, 3

질문 # 84

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