

# ITIL ITIL-4-Transition Valid Exam Materials & Valid ITIL-4-Transition Exam Question



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ITIL ITIL-4-Transition (ITIL 4 Managing Professional Transition) Certification Exam is an essential certification for IT professionals looking to transition from ITIL v3 to ITIL 4. ITIL 4 Managing Professional Transition certification provides individuals with the skills and knowledge needed to manage IT services in a modern, agile, and digital environment. It enhances an individual's career prospects and increases their earning potential.

ITIL-4-Transition (ITIL 4 Managing Professional Transition) exam is designed for IT professionals who have already obtained the ITIL v3 Expert certification or have completed the necessary credits to become an ITIL v3 Managing Across the Lifecycle (MALC) certificate holder. ITIL-4-Transition Exam is the gateway for these professionals to attain the ITIL 4 Managing Professional (MP) certification, which is the next level of ITIL certification after the ITIL 4 Foundation.

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## Valid ITIL-4-Transition Exam Question | ITIL-4-Transition Valid Test Question

It is a common sense that in terms of a kind of ITIL 4 Managing Professional Transition test torrent, the pass rate would be the best advertisement, since only the pass rate can be the most powerful evidence to show whether the ITIL-4-Transition guide torrent is effective and useful or not. We are so proud to tell you that according to the statistics from the feedback of all of our customers, the pass rate among our customers who prepared for the exam under the guidance of our ITIL 4 Managing Professional Transition test torrent has reached as high as 98% to 100%, which definitely marks the highest pass rate in the field. Therefore, the ITIL-4-Transition Guide Torrent compiled by our company is definitely will be the most sensible choice for you.

## ITIL 4 Managing Professional Transition Sample Questions (Q38-Q43):

### NEW QUESTION # 38

What are the KEY stakeholder groups that service providers should cooperate with?

- A. Relationship managers
- B. Developers

- C. Suppliers
- D. Customers

**Answer: C**

#### NEW QUESTION # 39

Which is a purpose of the customer journey?

- A. To understand the service consumer resources required to deliver the service
- B. To maximize the co-creation of value from both an outcome and experience perspective
- C. To maximize the number of contacts with the customer in order to enhance the service
- D. To understand the interactions between the user and the service provider

**Answer: B**

Explanation:

The customer journey is the complete end-to-end experience customers have with one or more service providers and/or their products through the touchpoints and service interactions with those providers<sup>1</sup>. The purpose of the customer journey is to understand the needs, expectations, and preferences of the customers and users, and to design, deliver, and improve services that meet those requirements and create value for them. The customer journey also helps to identify the opportunities and challenges for co-creating value with the customers and users, and to optimize the customer experience throughout the service relationship<sup>23</sup>. By mapping the customer journey, the service provider can ensure that the services are aligned with the customer outcomes and that the service interactions are positive and satisfying for the customers and users<sup>4</sup>. References:

- \* ITIL 4 Managing Professional: Drive Stakeholder Value<sup>5</sup>, page 14, section 2.1, paragraph 1
- \* ITIL 4 Foundation: ITIL 4 Edition, page 20, section 2.3, paragraph 2
- \* ITIL 4 Managing Professional: Create, Deliver and Support, page 10, section 1.1, paragraph 4
- \* ITIL 4 Managing Professional: Direct, Plan and Improve, page 12, section 1.1, paragraph 3
- \* ITIL 4: Connecting the key concepts Part 4 | Axelos<sup>3</sup>, paragraph 2
- \* The customer journey and ITIL 4 | Axelos<sup>1</sup>, paragraph 2
- \* ITIL4 - Mapping the Customer Journey - ITSM Professor<sup>2</sup>, paragraph 2

#### NEW QUESTION # 40

What is the MOST LIKELY reason for an organization to delay a transformation to high velocity?

- A. The organization is not ready for a cultural change
- B. The organization is facing rapidly changing customer needs
- C. The organization needs to maintain high levels of information security
- D. The organization needs high levels of IT service availability

**Answer: A**

#### NEW QUESTION # 41

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

**Answer: B**

Explanation:

Explanation

The correct answer is D. Identifying and making request for outstanding payments for the service. This is because the service provider should ensure that the financial obligations of the customer are fulfilled before the service is terminated. The service provider should also update the billing and accounting records, and close any open invoices or disputes related to the service<sup>12</sup>.

A: Ensuring that user access rights are revoked for all services is not the correct answer, because the service provider should only

revoke the user access rights for the service that is being retired, not for all services. The service provider should also ensure that the customer data and assets related to the service are securely deleted or transferred, and that the service provider staff are reassigned or released<sup>12</sup>.

B: Providing information to users about how to contact the service desk is not the correct answer, because the service desk is not relevant for the service that is being retired. The service provider should provide information to users about how to access alternative or replacement services, if any, and how to provide feedback or complaints about the service retirement process<sup>12</sup>.

C: Creating training schedules for users on how to use the service is not the correct answer, because the service is being retired, not introduced. The service provider should not invest any resources or efforts in training users on how to use a service that will no longer be available. The service provider should instead focus on communicating the service retirement plan and timeline, and managing the expectations and emotions of the users<sup>12</sup>. References:

ITIL 4 Managing Professional Transition Module Sample Paper - English, page 10, question 3, answer D  
ITIL 4 Managing Professional Transition Module Candidate Syllabus - English, page 11, learning outcome 1.5

## NEW QUESTION # 42

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

**Answer: C**

Explanation:

Explanation

According to ITIL 4, an effective control environment is one that ensures that the organization's objectives are achieved in a reliable and compliant manner<sup>1</sup>. Effective controls are the mechanisms that prevent, detect, or correct errors, fraud, or non-compliance in the organization's processes and activities<sup>2</sup>. 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 improvements<sup>3</sup>.

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

