

ITIL-4-Transition Online Prüfung & ITIL-4-Transition Lernressourcen



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Eine breite Vielzahl von ITIL ITIL-4-Transition Prüfungsfragen und Antworten aus ZertPruefung sind logisch. ITIL ITIL-4-Transition Zertifizierungsantworten aus ZertPruefung sind gleich wie die in der realen Prüfung. Vor dem Kauf der ITIL ITIL-4-Transition Echte Fragen können Sie kostenlose Demo zum Teil auf der Website www.ZertPruefung.de herunterladen.

Jedem, der die Prüfungsunterlagen und Software zu ITIL ITIL-4-Transition (ITIL 4 Managing Professional Transition) von ZertPruefung nutzt und die ITIL Zertifizierungsprüfungen nicht beim ersten Mal erfolgreich besteht, versprechen wir, die Kosten für das Prüfungsmaterial 100% zu erstatten.

>> ITIL-4-Transition Online Prüfung <<

ITIL ITIL-4-Transition Fragen und Antworten, ITIL 4 Managing Professional Transition Prüfungsfragen

ITIL ITIL-4-Transition Examenskandidaten alle wissen, dass ITIL ITIL-4-Transition Prüfung ist nicht leicht zu bestehen. Aber es ist auch der einzige Weg zum Erfolg, so dass sie die Prüfung ablegen müssen. Um Ihre Berufsaussichten zu verbessern, müssen Sie diese Zertifizierungsprüfung bestehen. Die Prüfungsfragen und Antworten zur ITIL ITIL-4-Transition Zertifizierung von ZertPruefung enthalten verschiedene gezielte und breite Wissensgebiete. Es gibt keine anderen Bücher oder Materialien, die ihr überlegen sind. ZertPruefung wird sicher Ihnen helfen, diese ITIL ITIL-4-Transition Prüfung zu bestehen. Die Untersuchung zeigt sich, dass die Erfolgsquote von ZertPruefung 100% beträgt. ZertPruefung ist die einzige Methode, die Ihnen zum Bestehen der ITIL ITIL-4-Transition Prüfung hilft. Wenn Sie ZertPruefung wählen, wartet eine schöne Zukunft auf Sie da.

ITIL 4 Managing Professional Transition ITIL-4-Transition Prüfungsfragen mit Lösungen (Q32-Q37):

32. Frage

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. Adopting Kanban boards to visualise the flow of work across software development teams
- C. Implementing CI/CD tools to deploy software quickly
- D. Comparing the cost of delay' between work items to ensure that financially valuable work is prioritized

Antwort: A

Begründung:

Explanation

Running safe to fail experiments that provide learning opportunities is the best option to improve staff behaviour, as it aligns with the ITIL 4 guiding principle of progress iteratively with feedback¹. This principle encourages the use of experimentation and learning from failures to improve the service and the organization. By running safe to fail experiments, the staff can test new ideas, learn from the outcomes, and adapt their behaviour accordingly. This can foster a culture of innovation, collaboration, and continuous improvement in the IT department. The other options are not directly related to improving staff behaviour, but rather to improving the efficiency and effectiveness of the service delivery. Comparing the cost of delay between work items to ensure that financially valuable work is prioritized is a technique for value stream optimization, which is part of the ITIL 4 practice of service value stream management². Implementing CI/CD tools to deploy software quickly is a method for achieving high-velocity IT, which is one of the ITIL 4 specialist modules³. Adopting Kanban boards to visualize the flow of work across software development teams is a tool for implementing agile and lean approaches, which are also part of the ITIL 4 framework³. While these options may have some positive impact on staff behaviour, they are not the primary focus or the best way to achieve it. References: 3, 2, 1

33. Frage

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

Antwort: A

Begründung:

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 service¹².

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 released¹².

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 process¹².

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 users¹². 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

34. Frage

Which activity is NOT recommended by the "start where you are" guiding principle?

- A. Using source data to avoid unintentional data distortion found in reports
- **B. Discarding existing processes before assessing their usefulness**
- C. Involving people who are not familiar with a service when observing and assessing its activities
- D. Applying risk management when considering introducing new processes

Antwort: B

Begründung:

Comprehensive Explanation:

Start where you are emphasizes:

* Do not discard what you have until you understand it.

* Assess the current state based on evidence, not assumptions.

* Use source data and accurate observation.

Option D violates the principle because it suggests removing existing processes before evaluation, which ITIL specifically warns against.

35. Frage

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

Antwort: D

36. Frage

A large service provider with many staff has built a relationship with a customer and agreed a 10-year contract. Both organizations have shared information freely and responded to requests.

Which is MOST LIKELY to be a threat to maintaining the relationship?

- A. Changes in service provider and customer staff
- B. Scheduling interactions between customer and service provider
- C. Failing to deal with communication in a timely fashion
- D. Failing to explain service provider actions that impact the customer

Antwort: D

Begründung:

Explanation

The correct answer is C because failing to explain service provider actions that impact the customer can erode the trust and transparency that are essential for maintaining a long-term relationship. If the service provider does not communicate the reasons and consequences of their actions, the customer may feel ignored, misled, or dissatisfied. This can lead to conflicts, complaints, or even termination of the contract.

The other options are not as likely to be a threat to the relationship as option C. Scheduling interactions between customer and service provider (option A) can help to ensure regular communication and feedback, which can enhance the relationship. Changes in service provider and customer staff (option B) can be managed by ensuring a smooth handover and orientation process, which can also provide opportunities for building rapport and understanding. Failing to deal with communication in a timely fashion (option D) can cause delays and frustration, but it can be resolved by improving the communication channels and protocols, and by apologizing and explaining the reasons for the delay.

References:

ITIL 4 Managing Professional Transition Module Sample Paper - English, Question 1, Page 5 ITIL 4 Managing Professional: Transition Module | Axelos, Section "What is the ITIL 4 Managing Professional Transition Module?", Paragraph 3 ITIL 4 Managing Professional Transition Course Online - Simplilearn, Section "Course Overview", Paragraph 2

37. Frage

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Ist es nicht einfach, die ITIL ITIL-4-Transition Zertifizierungsprüfung zu bestehen? Es ist sehr wahrscheinlich, Prüfung einmalig zu bestehen, wenn Sie die Fragenkataloge zur ITIL ITIL-4-Transition aus ZertPrüfung wählen. Die Fragenkataloge zur ITIL ITIL-4-Transition aus ZertPrüfung sind die Sammlung von den höchsten zertifizierten Experten im ITIL -Bereich und das Ergebnis von Innovation, sie haben absolute Autorität. Wählen Sie ZertPrüfung, bereuen Sie niemals.

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