

ITIL ITIL-4-Transition Latest Dumps Ppt - Reliable ITIL-4-Transition Exam Registration



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ITIL ITIL-4-Transition Exam Syllabus Topics:

Section	Weight	Objectives
Topic 1: ITIL 4 Core Concepts and Differences from Previous Versions	20%	- Key concepts and definitions in ITIL 4 - Main differences between ITIL v3 and ITIL 4 - Service value system and service value chain
Topic 2: Create, Deliver and Support (CDS)	20%	- Service design, development and delivery - Value streams and processes for creation and delivery - Service performance and quality management
Topic 3: High Velocity IT (HVIT)	20%	- Operating models for high-speed digital environments - Rapid service delivery and continuous improvement - Agile, Lean and DevOps principles and practices
Topic 4: Direct, Plan and Improve (DPI)	20%	- Strategic planning and direction setting - Continual improvement and organizational change - Governance and management control
Topic 5: Drive Stakeholder Value (DSV)	20%	- Service consumption and value realization - Customer journey mapping and experience management - Stakeholder relationship management

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ITIL 4 Managing Professional Transition Sample Questions (Q19-Q24):

NEW QUESTION # 19

Which statement about user communities is CORRECT?

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

Answer: B

Explanation:

Explanation

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.

NEW QUESTION # 20

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

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

Answer: D

Explanation:

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"

NEW QUESTION # 21

A software development team makes many hundreds of small changes every week.

Who can BEST make the decision of whether to accept each change?

- A. The software development manager
- B. The sponsor in the service consumer organization
- **C. The other members of the software development team**
- D. The IT change manager

Answer: C

Explanation:

Explanation

According to ITIL 4, change enablement is the practice of ensuring that risks are properly assessed, authorizing changes to proceed, and managing a change schedule in order to maximize the number of successful IT changes. ITIL 4 recognizes that changes can vary in size, complexity, and risk, and therefore proposes different types of changes that require different levels of authorization and control. One of these types is standard change, which is a low-risk, pre-authorized change that is well understood and follows an agreed procedure. Standard changes are typically delegated to the service provider or the service consumer, depending on the nature of the change. For example, a software development team that makes many hundreds of small changes every week can be authorized to approve and implement these changes themselves, as long as they follow the agreed change model and comply with the relevant policies and standards. This way, the software development team can benefit from faster and more efficient change delivery, while minimizing the overhead and bureaucracy of the change enablement process. Therefore, the best answer is D. The other members of the software development team, as they can act as the change authority for standard changes within their scope of work.

References:

ITIL 4 Change Management Process | Blog | Digital.ai

ITIL 4's Move from Change Management to Change Enablement²

NEW QUESTION # 22

A company has begun a new global line of business that has changed how IT supports the new systems. Recognizing the urgent need for two-way communication on the required changes, IT managers are trying to find better ways to obtain feedback than a standing agenda at staff meetings.

Which describes the BEST approach for establishing effective feedback channels?

- A. Publish a printed weekly newsletter that clearly and consistently communicates change
- B. Research how individual teams communicate internally and use the most popular collaboration tools to collect feedback
- C. Establish office hours where staff are encouraged to drop by without appointments and discuss any concerns they have
- **D. Initiate a project to select and implement a collaboration tool to facilitate two-way communication with staff**

Answer: D

NEW QUESTION # 23

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

Answer: C

NEW QUESTION # 24

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