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ITIL-4-Transition Ppt



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ITIL-4 Transition certification exam is designed for IT professionals who have already earned ITIL v3 Expert certification or have completed a minimum of 17 credits from both ITIL v3 and ITIL 4 Foundation. The ITIL 4 Managing Professional Transition certification provides a clear transition path for professionals who have invested their time and efforts in ITIL v3 and want to move forward with ITIL 4. ITIL 4 Managing Professional Transition certification validates the candidate's knowledge and skills in the latest ITIL 4 framework, enabling them to manage and deliver IT services effectively.

ITIL-4-Transition Exam is a certification exam that is designed for IT professionals who have already achieved the ITIL v3 certification and want to upgrade their knowledge and skills to the latest version of ITIL. ITIL-4-Transition Exam is part of the ITIL 4 Managing Professional certification, which is comprised of four modules, including ITIL 4 Foundation, ITIL 4 Specialist Create, Deliver and Support, ITIL 4 Specialist Drive Stakeholder Value, and ITIL 4 Specialist High-Velocity IT. The ITIL-4-Transition Exam is the final module of this certification, and it provides a seamless transition for IT professionals who want to upgrade their skills to ITIL 4.

Valid Dumps ITIL-4-Transition Ppt - ITIL-4-Transition Practice Exam Questions

The majority of people encounter the issue of finding extraordinary ITIL ITIL-4-Transition exam dumps that can help them prepare for the actual ITIL 4 Managing Professional Transition exam. They strive to locate authentic and up-to-date ITIL ITIL-4-Transition Practice Questions for the ITIL ITIL-4-Transition exam, which is a tough ask.

ITIL 4 Managing Professional Transition Sample Questions (Q85-Q90):

NEW QUESTION # 85

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

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 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

NEW QUESTION # 86

Which can act as an operating model for an organization?

- A. The service value chain
- B. The ITIL guiding principles
- C. The four dimensions of service management
- D. Continual improvement

Answer: A

Explanation:

The correct answer is B. The service value chain because it is the core component of the ITIL 4 service management framework that describes how an organization orchestrates its IT capabilities to achieve its strategic objectives. The service value chain is an operating model that covers all the key activities to flexibly manage products and services¹. It consists of six interconnected value chain activities: plan, improve, engage, design and transition, obtain/build, and deliver and support².

Option A is not correct because the four dimensions of service management are not an operating model, but rather a holistic perspective that should be considered for the effective and efficient facilitation of value co- creation². The four dimensions are: organizations and people, information and technology, partners and suppliers, and value streams and processes².

Option C is not correct because the ITIL guiding principles are not an operating model, but rather a set of recommendations that can guide an organization in all circumstances, regardless of changes in its goals, strategies, type of work, or management structure². The ITIL guiding principles are: focus on value, start where you are, progress iteratively with feedback, collaborate and promote visibility, think and work holistically, keep it simple and practical, and optimize and automate².

Option D is not correct because continual improvement is not an operating model, but rather a recurring organizational activity performed at all levels to ensure that an organization's performance continually meets stakeholders' expectations². Continual improvement is based on the continual improvement model, which consists of four steps: what is the vision, where are we now, where do we want to be, and how do we get there².

References: : ITIL 4 Models - A New Operating Model in ITIL 4 - KnowledgeHut : ITIL 4 Managing Professional Transition Course Online - Simplilearn

NEW QUESTION # 87

In which TWO situations should be ITIL guiding principles be considered?

1. In every initiative
2. In all relationships with stakeholders
3. Only specific initiatives where the principle is relevant
4. Only specific stakeholder relationships where the principle is relevant

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

Answer: B

NEW QUESTION # 88

Which describes the customer journey?

- A. The actions that the service provider takes to attract new customers
- B. The experience the service user gets from the service provider
- C. The actions that the user undertakes to be able to use the service
- D. The end-to-end experience customers have with service providers

Answer: D

Explanation:

Explanation

The correct answer is B. The end-to-end experience customers have with service providers. This is because the customer journey is a term that describes the complete lifecycle of a customer's interaction with a service provider, from the initial awareness and engagement, to the purchase and consumption, to the retention and advocacy¹². The customer journey helps to understand the customer's needs, expectations, emotions, and satisfaction at each touchpoint, and to identify the opportunities for improvement and innovation.

A: The actions that the user undertakes to be able to use the service is not the correct answer, because this is only a part of the customer journey, not the whole definition. The user is the person who uses the service, not necessarily the person who pays for it or decides to use it. The actions that the user undertakes to be able to use the service are also known as the user journey, which is a subset of the customer journey12.

C: The actions that the service provider takes to attract new customers is not the correct answer, because this is also only a part of the customer journey, not the whole definition. The service provider is the organization that provides the service, not the customer. The actions that the service provider takes to attract new customers are part of the marketing and sales activities, which are the first stages of the customer journey12.

D: The experience the service user gets from the service provider is not the correct answer, because this is also only a part of the customer journey, not the whole definition. The service user is another term for the user, who may or may not be the customer. The experience the service user gets from the service provider is part of the service delivery and support activities, which are the middle stages of the customer journey12. References:

ITIL 4 Managing Professional Transition Module Sample Paper - English, page 11, question 4, answer B ITIL 4 Managing Professional Transition Module Candidate Syllabus - English, page 12, learning outcome 1.6

NEW QUESTION # 89

Which is an input to the service value system?

- A. A need from consumers for new or changed services
- B. A model to help meet stakeholders' expectations
- C. Recommendations to help an organization in all aspects of its work
- D. The system of directing and controlling an organization

Answer: A

Explanation:

Comprehensive and Detailed Explanation From Exact Extract of ITIL 4 Managing Professional Transition:

In ITIL 4, the Service Value System (SVS) transforms inputs into outputs through the use of various components.

The input to the SVS is opportunity and demand.

* Demand refers to the need or desire for products and services from internal or external consumers.

* Opportunity represents options or possibilities to add value.

* The SVS uses this input to produce value as the output. Therefore, Option D - "A need from consumers for new or changed services" - accurately describes an input into the SVS.

NEW QUESTION # 90

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