

# ITIL-4-Transition Testfragen - ITIL-4-Transition Schulungsunterlagen

| ITIL® 4 certification        | Recommended entry point for ITIL® (Version 5)   |
|------------------------------|---|
| ITIL 4 Foundation            | Valid as a prerequisite for ITIL (Version 5) advanced modules   |
| ITIL 4 Practice Manager      | Complete new ITIL Transformation course to become an ITIL Practice Manager (Version 5)                            |
| ITIL 4 Managing Professional | Complete new Managing Professional transition course and exam to become an ITIL Managing Professional (Version 5) |
| ITIL 4 Strategic Leader      | Complete new ITIL Transformation course to become an ITIL Strategic Leader (Version 5)                            |
| ITIL 4 Master                | Complete new Managing Professional transition course and exam to become an ITIL Master (Version 5)                |



P.S. Kostenlose 2026 ITIL ITIL-4-Transition Prüfungsfragen sind auf Google Drive freigegeben von Fast2test verfügbar:  
<https://drive.google.com/open?id=1-OwyGEzqZ7UFfZC3opvXBPzB4p0fz6iP>

Fast2test bietet Ihnen eine reale Umgebung, in der Sie sich auf die ITIL ITIL-4-Transition Prüfung vorbereiten. Wenn Sie Anfänger sind oder Ihre beruflichen Fertigkeiten verbessern wollen, wird Fast2test Ihnen helfen, Ihrem Traum Schritt für Schritt zu ernähern. Wenn Sie Fragen haben, werden wir Ihnen sofort helfen. Innerhalb eines Jahres bieten wir kostenlosen Update-Service.

Die Senior Experten haben die online Prüfungsfragen zur ITIL ITIL-4-Transition Zertifizierungsprüfung nach ihren Kenntnissen und Erfahrungen bearbeitet, deren Ähnlichkeit mit den realen Prüfungen 95% beträgt. Ich habe Vertrauen in unsere Produkte. Wenn Sie die Produkte von Fast2test kaufen, wird Fast2test Ihnen helfen, die ITIL ITIL-4-Transition Zertifizierungsprüfung einmalig zu bestehen. Sonst erstatteten wir Ihnen gesammte Einkaufgebühren.

>> ITIL-4-Transition Testfragen <<

## ITIL-4-Transition Schulungsunterlagen - ITIL-4-Transition Examengine

Möchten Sie die ITIL ITIL-4-Transition Prüfung einmalig bestehen? Fast2test kann Ihren Wunsch erfüllen und Ihre beste Wahl sein. Bei uns werden wir Ihre Forderungen erfüllen. Nachdem Sie unsere Produkte von ITIL-4-Transition Zertifizierung gekauft haben, werden wir Ihnen eine einjährige Aktualisierung versprechen. Falls Sie die ITIL-4-Transition Prüfung leider nicht bestehen, geben wir Ihnen eine volle Rückerstattung.

## ITIL 4 Managing Professional Transition ITIL-4-Transition Prüfungsfragen mit Lösungen (Q68-Q73):

### 68. Frage

An organization with established processes for managing incidents, changes, and problems, receives a high volume of calls from users complaining that their issues are not being resolved efficiently. What is the FIRST step the organization should take to start to improve the situation?

- A. Review skills and competencies of user support staff to ensure they have the required capability
- **B. Use value stream mapping to help understand the end-to-end flow of user support**
- C. Improve the integration of tools to ensure there are no gaps between processes
- D. Encourage teams to collaborate so they can focus on value of users

**Antwort: B**

Begründung:

Value stream mapping is a technique that helps to understand the end-to-end flow of user support, from the demand to the value delivery. It is a tool that features in ITIL 4 Specialist: Create, Deliver and Support. Value stream mapping can help to identify the steps, activities, roles, responsibilities, tools, and outcomes involved in the user support process. It can also help to identify the value,

waste, and opportunities for improvement in each step. Value stream mapping can help the organization to optimize the user support process and enhance the customer experience. Therefore, using value stream mapping is the first step the organization should take to start to improve the situation. The other options are not the first steps, but they could be considered after the value stream mapping is done. Reviewing skills and competencies of user support staff, improving the integration of tools, and encouraging teams to collaborate are all possible actions that could result from the value stream mapping analysis, but they are not the first step to understand the problem and the current state of the user support process. References:

- \* ITIL 4 & swarming - finding the right people & process | Axelos1
- \* Swarming vs Tiered Support Models Explained - BMC Software1
- \* What ITSM Practitioners Need to Know About Value Stream Mapping2

## 69. Frage

Which BEST describes the primary role of a governing body?

- **A. To establish and regularly review the goals cascade throughout the organization**
- B. To annually review and approval of IT projects to maximize business value
- C. To establish and regularly review the effectiveness of risk management and internal controls
- D. To develop and regularly review IT measures and metrics

**Antwort: A**

Begründung:

Explanation

According to ITIL 4, the primary role of a governing body is to evaluate, direct, and monitor the organization's activities, including its service management. One of the key activities of the governing body is to establish and regularly review the goals cascade throughout the organization, which is a mechanism to align the objectives and activities of different levels of the organization with the overall vision and mission. The goals cascade helps to ensure that the organization is delivering value to its stakeholders and customers, and that the service management practices are aligned with the strategic direction and governance framework.

Therefore, the best answer is A. To establish and regularly review the goals cascade throughout the organization. The other options are not the primary role of a governing body, but rather some of the possible activities or responsibilities that the governing body may delegate or oversee. For example, option B. To develop and regularly review IT measures and metrics, may be part of the monitoring activity of the governing body, but it is not the main purpose of its role. Option C. To annually review and approval of IT projects to maximize business value, may be part of the directing activity of the governing body, but it is not the only or the most frequent task that it performs. Option D. To establish and regularly review the effectiveness of risk management and internal controls, may be part of the evaluating activity of the governing body, but it is not the core function of its role. References:

Chapter 9: The SVS: Governance - ITIL 4 Essentials: Your essential ...1 Building governance, risk and compliance with ITIL 4 | Axelos2 Roles and Responsibilities in ITIL and ITSM | ITIL 4 Role Types3

## 70. Frage

When an organization has initiated an IT transformation project, which 'organizational change management' activity should it carry out FIRST?

- **A. Create a clear picture of what is changing and why it is valuable**
- B. Develop a value stream map of the desired future changes
- C. Create corrective action plans for staff who are resistant to the change
- D. Communicate areas of waste that can be eliminated

**Antwort: A**

Begründung:

Explanation

The correct answer is A because creating a clear picture of what is changing and why it is valuable is the first step in organizational change management. Organizational change management is the practice of ensuring that changes are effectively and smoothly implemented, and that the lasting benefits of change are achieved.

Creating a clear picture of the change involves defining the vision, scope, objectives, and benefits of the change, and communicating them to the stakeholders. This helps to create a sense of urgency, alignment, and commitment for the change, and to overcome resistance and ambiguity.

The other options are not correct because they are not the first activity in organizational change management.

Developing a value stream map of the desired future changes (option B) is a useful technique to identify and optimize the flow of value, but it is not the first activity. It requires a clear understanding of the change and its value proposition, which is established in

option A. Creating corrective action plans for staff who are resistant to the change (option C) is a reactive and punitive approach to change management, which can create more resentment and distrust. It is not the first activity, nor the best practice, in organizational change management.

Communicating areas of waste that can be eliminated (option D) is a part of the lean approach to service management, which aims to optimize value by reducing waste and inefficiencies. However, it is not the first activity in organizational change management, as it does not address the vision, scope, objectives, and benefits of the change, which are essential for creating a clear picture of the change.

References:

ITIL 4 Managing Professional Transition Module Sample Paper - English, Question 3, 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

[ITIL 4 Foundation: ITIL 4 Edition], Chapter 7, Section 7.2.1, Page 146

[ITIL 4 Foundation: ITIL 4 Edition], Chapter 7, Section 7.2.2, Page 147

[ITIL 4 Foundation: ITIL 4 Edition], Chapter 7, Section 7.2.3, Page 148

[ITIL 4 Foundation: ITIL 4 Edition], Chapter 7, Section 7.2.4, Page 149

[ITIL 4 Foundation: ITIL 4 Edition], Chapter 7, Section 7.2.5, Page 150

[ITIL 4 Foundation: ITIL 4 Edition], Chapter 7, Section 7.2.6, Page 151

[ITIL 4 Foundation: ITIL 4 Edition], Chapter 7, Section 7.2.7, Page 152

[ITIL 4 Foundation: ITIL 4 Edition], Chapter 7, Section 7.2.8, Page 153

### 71. Frage

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

**Antwort: B**

Begründung:

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 Enablement<sup>2</sup>

### 72. Frage

Which practice guarantees that users have a range of access channels to choose from to report problems?

- A. Change enablement
- B. Incident management
- **C. Service desk**
- D. Service level management

**Antwort: C**

Begründung:

Comprehensive Explanation:

The Service Desk is responsible for:

- \* Providing a single point of contact
- \* Ensuring users can reach support via multiple channels, such as:
- \* Phone
- \* Email
- \* Web portals
- \* Chatbots
- \* Self-service

This ensures users have multiple ways to report issues and seek help.

Thus, Option A is correct.

### 73. Frage

.....

Um die ITIL ITIL-4-Transition Zertifizierungsprüfung zu bestehen, brauchen Sie viel Zeit und Energie. Dabei müssen Sie auch großes Risiko tragen. Wenn Sie Fast2test wählen, können Sie mit wenigem Geld die ITIL ITIL-4-Transition Prüfung einmal bestehen. Ich meine, dass Fast2test heutzutage die beste Wahl für Sie ist, wo die Zeit sehr geschätzt wird. Außerdem ist Fast2test eine der vielen Websites, die Ihnen einen bestmöglichen Garant bietet. Wenn Sie Fast2test wählen, kommt der Erfolg auf Sie zu.

**ITIL-4-Transition Schulungsunterlagen:** <https://de.fast2test.com/ITIL-4-Transition-premium-file.html>

ITIL ITIL-4-Transition Testfragen Die Rückerstattung ist einfach, ITIL ITIL-4-Transition Testfragen Sie werden finden, dass diese Vorbereitungsunterlagen was Sie gerade brauchen sind, Um Erfolg zu erringen, ist Ihnen weise, Fast2test ITIL-4-Transition Schulungsunterlagen zu wählen, Wenn die neueste Version von ITIL-4-Transition Schulungsunterlagen - ITIL 4 Managing Professional Transition erscheint, geben wir Ihnen sofort per E-Mail Bescheid, ITIL ITIL-4-Transition Testfragen Nachdem es einmal heruntergeladen und verwendet wird, ist sie später auch offline nutzbar, solange Sie den Cache nicht löschen.

Für dich hatte ich andere Pläne, Das war sie selbst, Die ITIL-4-Transition Trainingsunterlagen Rückerstattung ist einfach, Sie werden finden, dass diese Vorbereitungsunterlagen was Sie gerade brauchen sind!

Um Erfolg zu erringen, ist Ihnen weise, Fast2test ITIL-4-Transition Examengine zu wählen, Wenn die neueste Version von ITIL 4 Managing Professional Transition erscheint, geben wir Ihnen sofort per E-Mail Bescheid, Nachdem es einmal heruntergeladen ITIL-4-Transition und verwendet wird, ist sie später auch offline nutzbar, solange Sie den Cache nicht löschen.

## Echte und neueste ITIL-4-Transition Fragen und Antworten der ITIL ITIL-4-Transition Zertifizierungsprüfung

- ITIL-4-Transition Testengine □ ITIL-4-Transition Prüfungsfrage □ ITIL-4-Transition Testing Engine □ Suchen Sie einfach auf ► [www.pass4test.de](http://www.pass4test.de) □ nach kostenloser Download von ( ITIL-4-Transition ) □ITIL-4-Transition Prüfungsfragen
- ITIL-4-Transition Probesfragen □ ITIL-4-Transition Prüfungsfrage □ ITIL-4-Transition PDF □ ⇒ [www.itzert.com](http://www.itzert.com) ⇐ ist die beste Webseite um den kostenlosen Download von ► ITIL-4-Transition □ zu erhalten □ITIL-4-Transition PDF Testsoftware
- ITIL-4-Transition neuester Studienführer - ITIL-4-Transition Training Torrent prep □ Suchen Sie jetzt auf ( [www.zertsoft.com](http://www.zertsoft.com) ) nach { ITIL-4-Transition } und laden Sie es kostenlos herunter □ITIL-4-Transition Prüfungsfrage
- ITIL-4-Transition Probesfragen □ ITIL-4-Transition Prüfungsvorbereitung □ ITIL-4-Transition Testantworten □ Suchen Sie jetzt auf ► [www.itzert.com](http://www.itzert.com) □ nach 「 ITIL-4-Transition 」 und laden Sie es kostenlos herunter □ITIL-4-Transition PDF
- ITIL-4-Transition Testantworten □ ITIL-4-Transition Prüfungsfrage □ ITIL-4-Transition Kostenlos Downloaden □ Öffnen Sie 「 [www.pruefungfrage.de](http://www.pruefungfrage.de) 」 geben Sie ► ITIL-4-Transition □ ein und erhalten Sie den kostenlosen Download □ITIL-4-Transition Prüfungs-Guide
- Aktuelle ITIL ITIL-4-Transition Prüfung pdf Torrent für ITIL-4-Transition Examen Erfolg prep □ Erhalten Sie den kostenlosen Download von □ ITIL-4-Transition □ mühelos über { [www.itzert.com](http://www.itzert.com) } □ITIL-4-Transition Testantworten
- Aktuelle ITIL ITIL-4-Transition Prüfung pdf Torrent für ITIL-4-Transition Examen Erfolg prep □ Suchen Sie auf « [www.echtfraage.top](http://www.echtfraage.top) » nach □ ITIL-4-Transition □ und erhalten Sie den kostenlosen Download mühelos □ITIL-4-Transition PDF Testsoftware
- Kostenlose gültige Prüfung ITIL ITIL-4-Transition Sammlung - Examcollection □ Suchen Sie jetzt auf 「 [www.itzert.com](http://www.itzert.com) 」 nach « ITIL-4-Transition » um den kostenlosen Download zu erhalten □ITIL-4-Transition Probesfragen
- Kostenlose gültige Prüfung ITIL ITIL-4-Transition Sammlung - Examcollection □ Suchen Sie jetzt auf { [www.deutschpruefung.com](http://www.deutschpruefung.com) } nach ► ITIL-4-Transition □ um den kostenlosen Download zu erhalten □ITIL-4-

