ITIL ITIL-4-Transition練習問題 & ITIL-4-Transition最新資料

ITILのITIL-4-Transitionの認定試験は当面いろいろな認証試験で最も価値がある試験の一つです。最近の数十年間で、コンピュータ科学の教育は世界各地の数多くの注目を得られています。ITILのITIL-4-Transitionの認定試験はIT情報技術領域の欠くことができない一部ですから、IT領域の人々はこの試験認証に合格することを通じて自分自身の知識を増加して、他の分野で突破します。PassTestのITILのITIL-4-Transition認定試験の問題と解答はそういう人たちのニーズを答えるために研究した成果です。この試験に合格することがたやすいことではないですから、適切なショートカットを選択するのは成功することの必要です。PassTestはあなたの成功を助けるために存在しているのですから、PassTestを選ぶということは成功を選ぶのことと等しいです。PassTestが提供した問題と解答はIT領域のエリートたちが研究と実践を通じて開発されて、十年間過ぎのIT認証経験を持っています。

IT業界の一員として、君はまだIT認証試験を悩んでいますか？認証試験はITの専門知識を主なテストとして別に初めてIT関連のITIL認証試験に参加する受験生にとってはとても難しいとみされます。良い対応性の訓練が必要で、PassTest のITIL-4-Transition問題集をお勧めます。

>> ITIL ITIL-4-Transition練習問題 <<

試験の準備方法-効果的なITIL-4-Transition練習問題試験-更新するITIL-4-Transition最新資料

多くの受験生の反応によって、PassTestの模擬試験は全面的で質量が高いです。ITIL試験は難しいですから、参考資料がないなら、試験に合格するのは簡単ではありません。我々の的中率が高くて安いITIL-4-Transition問題集を利用して試験に気楽に合格することができます。弊社の問題集がありましたら、易く成功できます。

ITIL-4-Transition（ITIL 4 Managing Professional Transition）試験は、ITサービス管理における知識とスキルを向上させたいIT専門家にとって重要な認定試験です。この試験は、ITIL V3ですでに認定されており、認定をITIL 4マネージングプロフェッショナルレベルにアップグレードしたい個人向けに設計されています。

ITIL 4 Managing Professional Transition 認定 ITIL-4-Transition 試験問題 (Q79-Q84):

質問 # 79
Which BEST describes the primary role of a governing body?

- A. To establish and regularly review the effectiveness of risk management and internal controls

- B. To develop and regularly review IT measures and metrics
- C. To annually review and approval of IT projects to maximize business value
- D. To establish and regularly review the goals cascade throughout the organization

正解：**D**

解説：
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

質問 # 80
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. Ensuring that user access rights are revoked for all services
- B. Identifying and making request for outstanding payments for the service
- C. Providing information to users about how to contact the service desk
- D. Creating training schedules for users on how to use the service

正解：**B**

解説：
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 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

質問 # 81
An organization supports the users of its services using a tiered structure. There are many specialists in the second- and third-line resolution teams who have worked for the organization for a long time. The organization is in the process of deploying many changes to services. This is likely to result in a large number of complex incidents. In addition, there are long backlogs of work for the second and third-line resolution teams to complete.
Which is the BEST approach or technique to resolve this situation?

- A. Swarming
- B. An information model
- C. Machine learning
- D. Service integration and management

正解： **A**

解説：
Swarming is a technique to more effectively resolve complicated and complex issues, which typically require more than one person or group to complete an activity effectively1. Swarming involves stakeholders working together to resolve the issue, rather than escalating it through a tiered structure2. Swarming can reduce the time to resolution, improve the customer experience, and enhance the knowledge sharing and collaboration among the support teams3. Swarming is also a concept used in Agile and DevOps methodologies, which are part of the ITIL 4 framework4.

Service integration and management (SIAM) is a management methodology that can help coordinate multiple service providers and ensure consistent and seamless service delivery to the customers. However, SIAM is not a technique to resolve complex incidents within an organization, but rather a way to manage the relationships and interactions among different service providers.

Machine learning is a branch of artificial intelligence that enables systems to learn from data and improve their performance without explicit programming. Machine learning can help automate some aspects of service management, such as incident classification, routing, and resolution. However, machine learning is not a technique to resolve complex incidents that require human intervention and collaboration.

An information model is a representation of concepts, relationships, constraints, rules, and operations to specify the semantics of something. An information model can help define and structure the data and information used in service management, such as configuration items, incidents, problems, changes, etc.

However, an information model is not a technique to resolve complex incidents, but rather a way to organize and manage the information.

Therefore, the best approach or technique to resolve the situation described in the question is swarming.

1: ITIL 4 Foundation, page 77 2: ITIL 4 & swarming - finding the right people & process | Axelos 3: Swarming vs Tiered Support Models Explained - BMC Software 4: ITIL 4 Specialist: Create, Deliver and Support, page 33 : ITIL 4 Foundation, page 81 : ITIL 4 Specialist: High-Velocity IT, page 36 : ITIL 4 Specialist: High-Velocity IT, page 37 : ITIL 4 Foundation, page 83 : ITIL 4 Specialist: Create, Deliver and Support, page 35

質問 # 82
Which practice requires skills such as empathy and emotional intelligence?

- A. Continual improvement
- B. Service request management
- C. Service desk
- D. Problem management

正解： **C**

解説：
Comprehensive Explanation:
The Service Desk is the single point of contact for users and must:
* Communicate effectively
* Show empathy
* Understand the user's emotional state
* Provide reassurance and support
ITIL emphasizes people skills as essential for service desk interaction.

質問 # 83
Which high velocity IT objective considers an organization's ability to continue providing business services when disruptive events affect its digital products?

- A. Valuable investments
- B. Resilient operations
- C. Fast development
- D. Assured conformance

正解：B

解説：
Explanation
Resilient operations is the high velocity IT objective that considers an organization's ability to continue providing business services when disruptive events affect its digital products. Resilient operations ensure the availability, reliability, and performance of the digital products and services, as well as the ability to recover quickly from failures and incidents. Resilient operations also involve proactive practices such as technical debt management, chaos engineering, and site reliability engineering, which aim to improve the quality and resilience of the digital solutions. References:
ITIL 4 High-velocity IT (HVIT) - Your companion to the ITIL 4 Managing Professional HVIT certification, Chapter 7: Ensuring resilient operations ITIL 4 Specialist: High-Velocity IT Training, Course Outline, Module 2: The digital product lifecycle

質問＃84
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ITILのITIL-4-Transition認定試験は全てのIT職員にとって大変重要な試験です。この試験に受かったら、あなたは絶対職場に廃れられることはありません。しかも、昇進と高給も実現できます。ITILのITIL-4-Transition試験に受かったら成功への鍵を握ったと言った人もいます。これは間違いないです。PassTestのITILのITIL-4-Transition試験トレーニング資料はあなたが成功へのショートカットです。このトレーニング資料を持っていたら、成功への道を見つけます。

ITIL-4-Transition最新資料：https://www.passtest.jp/ITIL/ITIL-4-Transition-shiken.html

ITILのITIL-4-Transition認定試験に受かったら、あなたの仕事はより良い保証を得て、将来のキャリアで、少なくともIT領域であなたの技能と知識は国際的に認知され、受け入れられるです、我々のITIL-4-Transition試験ガイド資料は精確で有効なことです、まず、5～10分でお支払いが完了すると、短納期で、オンラインでITIL-4-Transitionガイドトレントをお送りします、ITIL ITIL-4-Transition練習問題 それは受験者にとって重要な情報です、PassTest ITIL-4-Transition最新資料がデザインしたトレーニングツールはあなたが一回で試験に合格することにヘルプを差し上げられます、我々IT専門かたちの作成するITILのITIL-4-Transitionソフトを利用しているとき、あなたは自分の能力の高めを明らかに感じることができます。

でも、それを次郎は楽しみにしてくれているのだ、早く、早く楽にしてあげて 医師は注射器を取り上げていいのだねというように見回した、ITILのITIL-4-Transition認定試験に受かったら、あなたの仕事はより良い保証を得て、将来のキャリアで、少なくともIT領域であなたの技能と知識は国際的に認知され、受け入れられるです。

ユニークなITIL-4-Transition練習問題試験-試験の準備方法-更新するITIL-4-Transition最新資料

我々のITIL-4-Transition試験ガイド資料は精確で有効なことです、まず、5～10分でお支払いが完了すると、短納期で、オンラインでITIL-4-Transitionガイドトレントをお送りします、それは受験者にとって重要な情報です、PassTestがデザインしたトレーニングツールはあなたが一回で試験に合格することにヘルプを差し上げられます。

- ITIL-4-Transitionウェブトレーニング □ ITIL-4-Transitionウェブトレーニング □ ITIL-4-Transition認定内容 □ □ □ www.mogiexam.com □サイトにて最新➡ ITIL-4-Transition □□□問題集をダウンロードITIL-4-Transition模擬問題集
- 最新のITIL-4-Transition練習問題 | 素晴らしい合格率のITIL-4-Transition: ITIL 4 Managing Professional Transition | 完璧なITIL-4-Transition最新資料 □ 今すぐ▷ www.goshiken.com ◁で▶ ITIL-4-Transition ◀を検索し、無料でダウンロードしてくださいITIL-4-Transition試験
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- ユニークなITIL ITIL-4-Transition練習問題 - 合格スムーズITIL-4-Transition最新資料 | 一生懸命にITIL-4-Transition受験料 □ ➤ www.jptestking.com □から▷ ITIL-4-Transition ◁を検索して、試験資料を無料でダウンロードしてくださいITIL-4-Transition復習解答例
- ITIL-4-Transition模擬トレーリング □ ITIL-4-Transition独学書籍 □ ITIL-4-Transition認定内容 □ URL▸ www.goshiken.com ◂をコピーして開き、（ITIL-4-Transition）を検索して無料でダウンロードしてください ITIL-4-Transition模擬問題集
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- shortcourses.russellcollege.edu.au, www.stes.tyc.edu.tw, www.stes.tyc.edu.tw, www.competize.com, kemono.im, www.stes.tyc.edu.tw, www.stes.tyc.edu.tw, online.mdproedu.in, www.stes.tyc.edu.tw, mytlearnu.com, Disposable vapes

P.S. PassTestがGoogle Driveで共有している無料かつ新しいITIL-4-Transitionダンプ：https://drive.google.com/open?id=1tKfbMvVRl6D_TWeh9XHya5UDmm5V0Xen