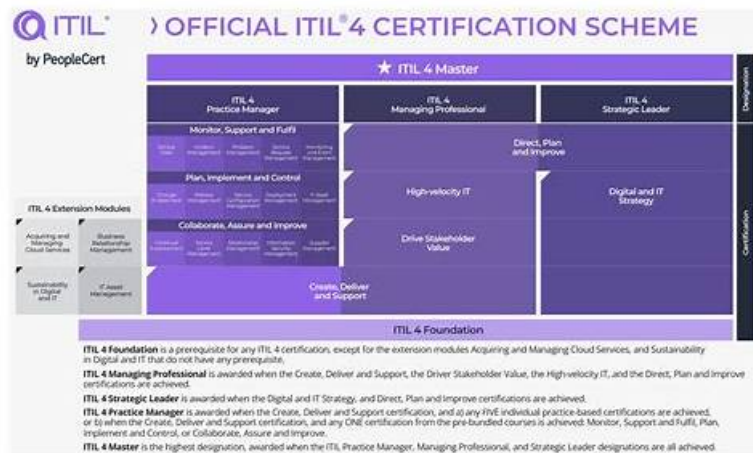


ITIL-4-Transition更新，ITIL-4-Transition最新試題



此外，這些TestpdfITIL-4-Transition考試題庫的部分內容現在是免費的：<https://drive.google.com/open?id=10TtkOLE9R3qfZWVhWrUQnWH4a0sWwMo>

許多考生花費了大量的時間和精力學習ITIL ITIL-4-Transition考試相關知識，但是到最後卻沒有成功，分析他們失敗的原因，我們得出結論是沒有針對性的復習。現在，Testpdf專門針對認證考試研發出有針對性的ITIL ITIL-4-Transition考古題，為考生獲得認證節約更多的時間和金錢。ITIL-4-Transition題庫的高效率和準確性兩大特點讓我們收到廣大考生的好評，獲得如此有價值的認證方案對您來說是非常划算的。

ITIL ITIL-4-Transition (ITIL 4 Managing Professional Transition) 認證考試是IT專業人士尋求提高IT服務管理知識和技能的高度渴望的認證考試。此認證考試旨在測試已經取得ITIL V3認證且有興趣升級到ITIL 4 Managing Professional級別的專業人士的知識和能力。考試涵蓋了廣泛的主題，包括服務管理的四個維度，服務價值系統，服務價值鏈等。

>> ITIL-4-Transition更新 <<

最新版的ITIL-4-Transition更新，免費下載ITIL-4-Transition學習資料得到妳想要的ITIL證書

很多準備參加ITIL ITIL-4-Transition 認證考試的考生在網上也許看到了很多網站也線上提供有關ITIL ITIL-4-Transition 認證考試的資源。但是我們的Testpdf是唯一一家由頂尖行業專家研究的參考材料研究出來的考試練習題和答案的網站。我們的資料能確保你第一次參加ITIL ITIL-4-Transition 認證考試就可以順利通過。

ITIL 4 Managing Professional 轉換考試是一個全面性的認證考試，旨在為IT專業人員提供IT服務管理方面的知識和技能。此考試是從ITIL V3到ITIL 4的過渡模塊，非常適合已經取得ITIL V3認證並希望升級至ITIL 4的個人。該考試旨在測試候選人對ITIL 4框架的知識，涵蓋多個主題，包括服務價值系統、服務價值鏈、ITIL實踐和ITIL指導原則。

最新的 ITIL 4 Managing Professional ITIL-4-Transition 免費考試真題 (Q57-Q62):

問題 #57

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

答案：C

問題 #58

Which is an example of results-based measurement and reporting?

- A. Measuring and reporting the number of hours worked by service desk employees
- B. Measuring and reporting the number of supplier-related interruptions to a service
- **C. Measuring and reporting the customer satisfaction with closed incidents**
- D. Measuring and reporting the cost of providing a service to customers and users

答案: C

解題說明:

Explanation

Results-based measurement and reporting is a method of measuring and reporting the outcomes and value delivered by products and services, rather than the activities and outputs involved in their creation and delivery¹². Results-based measurement and reporting focuses on the achievement of objectives and the satisfaction of stakeholders, rather than the consumption of resources and the completion of tasks¹².

An example of results-based measurement and reporting is measuring and reporting the customer satisfaction with closed incidents. This is because customer satisfaction is an indicator of the value and quality of the incident management practice and the service provided to the customers. Customer satisfaction reflects the extent to which the customers' expectations and needs have been met by the resolution of the incidents. Customer satisfaction can also influence the customer loyalty, retention, and advocacy for the service provider³⁴.

The other options are not examples of results-based measurement and reporting, because they measure and report the inputs and outputs of the service delivery, rather than the outcomes and value. Measuring and reporting the number of hours worked by service desk employees, the number of supplier-related interruptions to a service, and the cost of providing a service to customers and users are all examples of activity-based or output-based measurement and reporting. These metrics do not indicate the effectiveness or efficiency of the service delivery, nor the satisfaction or value perceived by the customers and users¹².

References: 1: ITIL 4 Create, Deliver and Support, AXELOS, 2019, p. 29-30 2: Measurement and reporting management: ITIL 4 Practice Guide, AXELOS, 2020, p. 5-6 3: ITIL 4 Direct, Plan and Improve, AXELOS, 2019, p. 97-98 4: Reporting on value in service management, AXELOS, 2021, 3

問題 #59

What is the MOST LIKELY reason for an organization to delay a transformation to high velocity?

- A. The organization needs to maintain high levels of information security
- B. The organization needs high levels of IT service availability
- **C. The organization is not ready for a cultural change**
- D. The organization is facing rapidly changing customer needs

答案: C

解題說明:

Explanation

The most likely reason for an organization to delay a transformation to high velocity is that the organization is not ready for a cultural change. High velocity IT requires a significant shift in the mindset, values, and behaviors of the organization and its people, as well as the adoption of new ways of working, such as agile, lean, and DevOps. These changes can be challenging and disruptive for some organizations, especially those that have a traditional, hierarchical, or siloed culture. Therefore, the organization may need to assess its readiness and willingness for a cultural change before embarking on a transformation to high velocity IT. This reason is supported by the following references:

ITIL 4 Specialist: High-velocity IT explores the ways in which digital organizations and digital operating models function in high velocity environments¹ ITIL 4 High-velocity IT: the digital enterprise² ITIL4 Specialist: High Velocity IT³

問題 #60

What is the MOST LIKELY reason for an organization to delay a transformation to high velocity?

- A. The organization needs to maintain high levels of information security
- B. The organization needs high levels of IT service availability
- **C. The organization is not ready for a cultural change**
- D. The organization is facing rapidly changing customer needs

答案：C

問題 #61

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

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

答案：B

問題 #62

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ITIL-4-Transition最新試題: <https://www.testpdf.net/ITIL-4-Transition.html>

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