



# ITIL-TRANSITION<sup>Q&As</sup>

ITIL 4 Managing Professional Transition

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### QUESTION 1

An organization is reviewing the support of its IT services.

Which is an example of an 'outside in' approach?

- A. Understanding how infrastructure and application suppliers are involved in the end-to-end value chain for the support of services
- B. Conducting customer and user satisfaction surveys to gather feedback on how customers and users perceive the support of IT services
- C. Asking for feedback from the internal technical teams to ensure they are able to deliver against the support requirements
- D. Contacting the organization's ITSM software tool provider to learn about software updates which might improve the support of the services

Correct Answer: B

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### QUESTION 2

In an organization, a service desk team employs experienced staff who have worked there for many years and have good relationships with support teams. The organization has a good improvement culture, and staff are encouraged to use their experience and identify improvements. They are developing a new policy for handling incidents.

Which is the BEST approach for this new policy?

- A. Ensure that any identified exceptions are excluded from the policy to improve clarity
- B. Ensure that all teams involved in incident resolution collaborate in the development of the policy
- C. Implement the policy to the service desk staff initially before informing other affected support teams
- D. Engage with stakeholders to ensure that as much detail as possible is included in the policy

Correct Answer: B

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### QUESTION 3

An organization is designing a survey to assess the needs and expectations of its staff.

What is this an example of?

- A. CI/CD
- B. Integration and data sharing
- C. Customer-orientation
- D. Employee satisfaction management



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Correct Answer: D

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#### QUESTION 4

Which charging mechanism could cause the price of a service to change depending on the time of day?

- A. Cost
- B. Cost plus
- C. Market price
- D. Differential charging

Correct Answer: D

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#### QUESTION 5

The CIO of a large multi-national organization has noticed that the whole IT department are performing poorly. The CIO is committed to changing the behaviour patterns of their staff to improve performance across the whole IT department.

Which of the following will BEST help to improve staff behaviour?

- A. Running safe to fail experiments that provide learning opportunities
- B. Comparing the cost of delay between work items to ensure that financially valuable work is prioritized
- C. Implementing CI/CD tools to deploy software quickly
- D. Adopting Kanban boards to visualise the flow of work across software development teams

Correct Answer: A

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