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ITIL 4 Managing Professional Transition

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QUESTION 1

An organization is undergoing a significant cultural change as a result of introducing Agile and DevOps practices. How can managers use Toyota Kata to help employees adjust to these different ways of working?

- A. By encouraging the practicing of routines to unlearn old habits and learn new ones
- B. By creating detailed plans that predetermine how to approach large changes
- C. By making hard decisions for the teams and providing step-by-step guidance
- D. By encouraging widespread changes that involve the teams starting from scratch

Correct Answer: A

QUESTION 2

A large service provider with many staff has built a relationship with a customer and agreed a 10-year contract. Both organizations have shared information freely and responded to requests.

Which is MOST LIKELY to be a threat to maintaining the relationship?

- A. Scheduling interactions between customer and service provider
- B. Changes in service provider and customer staff
- C. Failing to explain service provider actions that impact the customer
- D. Failing to deal with communication in a timely fashion

Correct Answer: D

QUESTION 3

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

Correct Answer: A



QUESTION 4

From the perspective of a service provider how does the digital product lifecycle start?

- A. With the onboard mg of customers
- B. With the exploration of market opportunities
- C. With the co creation of value
- D. With the offboarding of customers

Correct Answer: B

QUESTION 5

An IT department is able to rapidly develop services that meet functional requirements. However overall satisfaction with these services is low.

Which is the BEST way to start working on developing new services while addressing issues faced by the IT department?

- A. Develop a clear set of system requirements and track each of them from start to finish to ensure that the delivered service meets the stated requirements
- B. Develop a clear understanding of the customers\' intended goals and expectations, and track each of them from start to finish to ensure that the service supports the required outcomes
- C. Involve senior management as early as possible to define requirements and help with \'organizational change management\' to ensure successful implementation of the service
- D. Assess and improve capabilities of IT teams prioritizing areas that are required to deliver the service in a way that meets customer expectations

Correct Answer: B

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