

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

ITIL 4 Managing Professional Transition

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**QUESTION 1**

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

Correct Answer: D

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**QUESTION 2**

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

Correct Answer: C

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**QUESTION 3**

Which is included in onboarding?

1.  
Negotiating service targets with customers
2.  
Building awareness of the new consumer
3.  
Ensuring resources are prepared for service provision
4.  
Designing the service components and infrastructure

A. 1 and 2

B. 2 and 3

C. 3 and 4

D. 1 and 4

Correct Answer: B

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#### QUESTION 4

In service relationships what is a benefit of identifying consumer roles?

A. It enables effective stakeholder management

B. It provides shared service expectations

C. It removes constraints from the customer

D. It enables a common definition of value

Correct Answer: A

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#### QUESTION 5

Which statement is CORRECT when considering a transformation to high velocity IT?

A. All organizations benefit from high velocity

B. High performance is usually part of the change

C. High-velocity IT should be applied throughout the organization

D. Customer-facing systems should be excluded from the change

Correct Answer: B

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