

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

ITIL 4 Managing Professional Transition

## Pass ITIL ITIL-TRANSITION Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.leads4pass.com/itil-transition.html>

100% Passing Guarantee  
100% Money Back Assurance

Following Questions and Answers are all new published by ITIL Official Exam Center

-  **Instant Download** After Purchase
-  **100% Money Back** Guarantee
-  **365 Days** Free Update
-  **800,000+** Satisfied Customers



**QUESTION 1**

A legacy financial system requires the user to manually enter the time and date of the transaction to meet regulatory requirements. A recent internal audit has shown that these fields are often blank. Which are effective controls that could improve compliance?

1.

Modify the application to automatically add the current time and date when transaction is entered

2.

Establish a communication plan to remind users of the importance of time and date on transactions

3.

Develop a goals cascade so all staff know their role in achieving company goals

4.

Create a report showing non-compliant records and take action to correct

A. 1 and 2

B. 2 and 3

C. 3 and 4

D. 1 and 4

Correct Answer: C

---

**QUESTION 2**

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

---

**QUESTION 3**

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 4**

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

---

**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

[ITIL-TRANSITION Practice Test](#)

[ITIL-TRANSITION Study Guide](#)

[ITIL-TRANSITION Exam Questions](#)