

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

ITIL 4 Managing Professional Transition

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**QUESTION 1**

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

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**QUESTION 2**

Which is a method for value-driven, data-driven and user-centered service design?

- A. Stakeholder analysis
- B. Balanced scorecard
- C. Design thinking
- D. The MoSCoW method

Correct Answer: C

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**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

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**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

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## QUESTION 5

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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