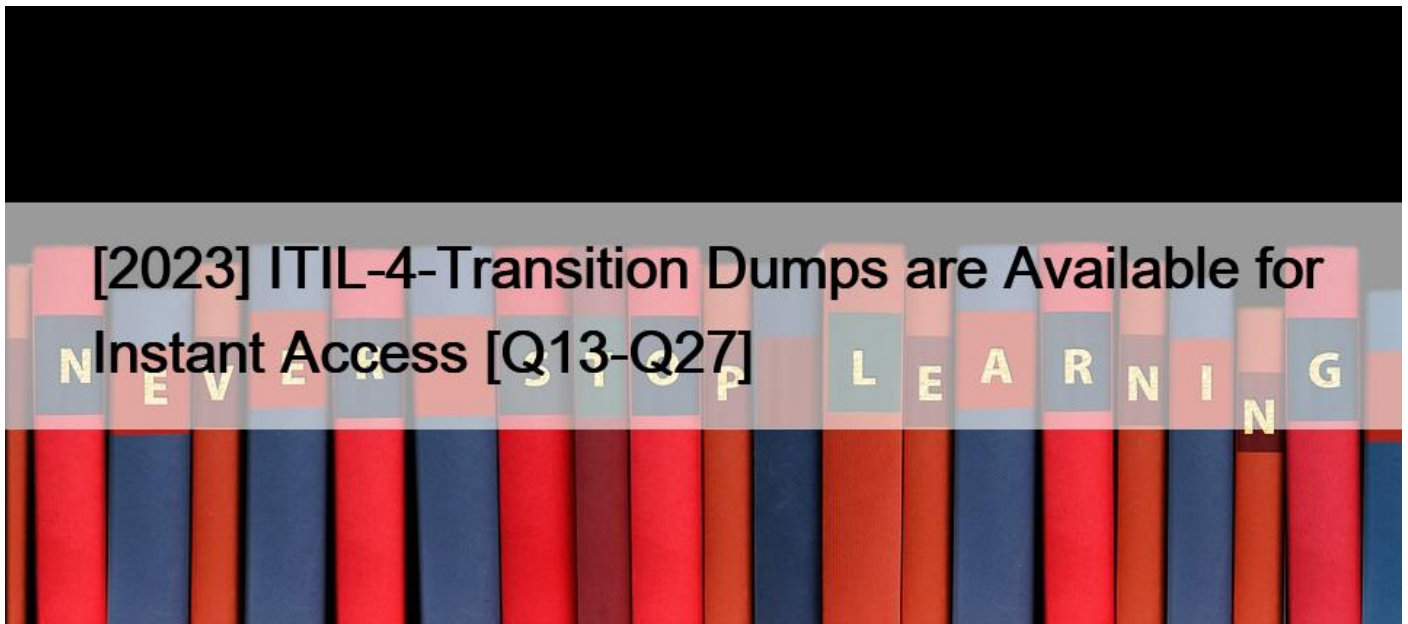


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An organization with established processes for managing incidents, changes, and problems, receives a high volume of calls from users complaining that their issues are not being resolved efficiently.

What is the FIRST step the organization should take to start to improve the situation?

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

QUESTION 14

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

- * Cost
- * Cost plus
- * Market price
- * Differential charging

QUESTION 15

Which high velocity IT objective considers an organization's ability to continue providing business services when disruptive events affect its digital products?

- * Valuable investments
- * Resilient operations

- * Fast development
- * Assured conformance

QUESTION 16

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?

- * 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
- * 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
- * Involve senior management as early as possible to define requirements and help with organizational change management; to ensure successful implementation of the service
- * Assess and improve capabilities of IT teams prioritizing areas that are required to deliver the service in a way that meets customer expectations

QUESTION 17

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

- * Stakeholder analysis
- * Balanced scorecard
- * Design thinking
- * The MoSCoW method

QUESTION 18

Which are elements of the service value system?

- * Service provision, service consumption, service relationship management
- * Governance, service value chain, practices
- * Outcomes, utility, warranty
- * Customer value, stakeholder value, organization

QUESTION 19

When an organization has initiated an IT transformation project, which organizational change management activity should it carry out FIRST?

- * Create a clear picture of what is changing and why it is valuable
- * Develop a value stream map of the desired future changes
- * Create corrective action plans for staff who are resistant to the change
- * Communicate areas of waste that can be eliminated

QUESTION 20

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

- * All organizations benefit from high velocity
- * High performance is usually part of the change
- * High-velocity IT should be applied throughout the organization
- * Customer-facing systems should be excluded from the change

QUESTION 21

What do design thinking and service-dominant logic have in common?

- * Both require clearly defined requirements and acceptance criteria
- * Both involve collaborating with customers to ensure their needs are met
- * Both focus on product functionality and on building new features
- * Both focus solely on the needs and problems of the consumers

QUESTION 22

Which can act as an operating model for an organization?

- * The four dimensions of service management
- * The service value chain
- * The ITIL guiding principles
- * Continual improvement

QUESTION 23

Which value chain activity ensures that products deliver stakeholder expectations for quality?

- * Design and transition
- * Engage
- * Obtain/build
- * Plan

QUESTION 24

A company has begun a new global line of business that has changed how IT supports the new systems. Recognizing the urgent need for two-way communication on the required changes, IT managers are trying to find better ways to obtain feedback than a standing agenda at staff meetings.

Which describes the BEST approach for establishing effective feedback channels?

- * Research how individual teams communicate internally and use the most popular collaboration tools to collect feedback
- * Establish office hours where staff are encouraged to drop by without appointments and discuss any concerns they have
- * Initiate a project to select and implement a collaboration tool to facilitate two-way communication with staff
- * Publish a printed weekly newsletter that clearly and consistently communicates change

QUESTION 25

An organization is planning to communicate information about a new improvement initiative by providing information on the IT portal, sending emails, and holding meetings with affected groups.

Which communication principle are they applying?

- * Communication is a two-way process
- * We are all communicating all the time
- * Timing and frequency matter
- * There is no single method of communicating

QUESTION 26

Which statement about user communities is CORRECT?

- * User communities are created by service providers to investigate the cause of problems
- * Communities set up by users may be recognized and supported by service providers
- * Informal user communities should be disbanded and merged into official groups
- * Every user community should have at least one super-user

QUESTION 27

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
- * 1 and 2
 - * 2 and 3
 - * 3 and 4
 - * 1 and 4

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