



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

ITIL 4 Managing Professional Transition

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**QUESTION 1**

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

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**QUESTION 2**

An organization is attempting to improve the design, development and transition of new services. It recognizes that some ways of working are not focused on creating value.

Which is an example of a working practice that the organization should STOP?

- A. Defining the features and functionality of services by relying on the developers\' previous experience of designing similar systems for customers
- B. Involving users, customers and other stakeholders when communicating desired outcomes in the form of user stories
- C. Designing systems with the continual involvement of customers to ensure that any changes in requirements are understood as early as possible
- D. Involving customers and users in testing activities to understand whether the service meets the customers\' and users\' expectations

Correct Answer: A

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**QUESTION 3**

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

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

Correct Answer: B

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#### QUESTION 4

How should the seven guiding principles be combined when an organization is making a decision?

- A. By using all the guiding principles equally when making any decision
- B. By using the one or two guiding principles that are most relevant to the specific decision
- C. By using the focus on value principle and one or two others that are relevant to the specific decision
- D. By reviewing each guiding principle to decide how relevant it is to the specific decision

Correct Answer: D

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#### QUESTION 5

Which statement about user communities is CORRECT?

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

Correct Answer: B

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