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ITIL 4 Managing Professional Transition

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QUESTION 1

A software development team makes many hundreds of small changes every week. Who can BEST make the decision of whether to accept each change?

- A. The IT change manager
- B. The software development manager
- C. The sponsor in the service consumer organization
- D. The other members of the software development team

Correct Answer: D

QUESTION 2

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

QUESTION 3

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?

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

Correct Answer: C



QUESTION 4

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 5

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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