

DUMPS ARENA

ITIL 4 Managing Professional Transition Exam

ITIL ITIL-4-Transition

Version Demo

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QUESTION NO: 1

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

ANSWER: A

QUESTION NO: 2

From the perspective of a service provider how does the digital product lifecycle start?

- A. With the onboarding of customers
- B. With the exploration of market opportunities
- C. With the co creation of value
- D. With the offboarding of customers

ANSWER: B

QUESTION NO: 3

A web hosting provider has decided to apply more of a 'shift left' approach to service support. The provider knows that users like video tutorials as well as communicating via instant messaging and social networks.

What should the service provider use to expand how users access support and improve the user experience?

- A. Omnichannel management
- B. Service level management
- C. Service interaction method
- D. Benefits dependency network

ANSWER: A

QUESTION NO: 4

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

- A. Valuable investments
- B. Resilient operations
- C. Fast development
- D. Assured conformance

ANSWER: B

QUESTION NO: 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

ANSWER: D