

ITIL-4-Specialist-Create-Deliver-and-Support Valid Test Sims | ITIL-4-Specialist-Create-Deliver-and-Support Reliable Test Notes



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ITIL ITIL-4-Specialist-Create-Deliver-and-Support Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">Continuous Improvement: This section of the exam measures the skills of Process Improvement Analysts and covers leveraging feedback and data to enhance services, processes, and practices. It supports the ITIL framework's emphasis on ongoing service enhancement and operational maturity.
Topic 2	<ul style="list-style-type: none">Service Design and Development: This section of the exam measures the skills of Service Designers and covers how to design and develop services that align with both customer needs and business objectives. It includes identifying and defining service requirements, designing service components, and ensuring service quality throughout the development lifecycle.
Topic 3	<ul style="list-style-type: none">Culture and Collaboration: This section of the exam measures the skills of Team Leaders and covers fostering a service-focused culture within organizations. It emphasizes collaboration across teams and departments to enhance communication and ensure the success of service-based projects.
Topic 4	<ul style="list-style-type: none">Service Automation and Technology: This section of the exam measures the skills of Automation Engineers and covers the integration of automation and technology in the development, delivery, and support of IT services. It includes understanding how tools and platforms streamline operations and increase efficiency.

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Sims

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ITIL 4 Specialist: Create, Deliver and Support Exam Sample Questions (Q71-Q76):

NEW QUESTION # 71

A sales enablement service is being modified to improve the data that is presented to sales staff. This will be delivered as a series of incremental improvements.

Which are the TWO BEST ways to measure these changes?

1. Measure individual changes by the output that they create
2. Measure the overall success of multiple changes by the output that is created
3. Measure individual changes by the outcome that they create
4. Measure the overall success of multiple changes by the outcome that is created

- A. 1 and 4
- B. 2 and 3
- C. 1 and 2
- D. 3 and 4

Answer: D

Explanation:

Individual changes should be measured by the outcome they create to ensure they deliver real value, and the overall success of multiple changes should also be measured by the outcome to confirm that the cumulative improvements meet business objectives.

NEW QUESTION # 72

An internal service provider of a large retail organization is working on a major update of the self-checkout terminals used in the supermarkets. The update includes new hardware, software, and integration with a new card payment system. How should the service provider ensure that the update is sufficiently tested?

- A. Limit testing to the pre-agreed technical criteria and use a dedicated team of testers
- B. Delegate to the vendor testing of the terminals and the card payment system
- C. **Include user experience and perception in the scope of testing and involve multiple teams**
- D. Focus testing solely on user experience and delegate it to operational teams

Answer: C

Explanation:

The service provider should include user experience and perception in the scope of testing and involve multiple teams (B). The ITIL 4 Specialist: Create, Deliver and Support guide (Section 3.2.3) stresses comprehensive testing that covers technical functionality, user satisfaction, and integration, requiring collaboration across development, operations, and user groups to ensure the update meets diverse needs.

Option A shifts responsibility without oversight; option C is too narrow; and option D overlooks technical aspects. The guide highlights multi-team involvement for robust service delivery.

Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 3.2.3 - Testing Practices in Service Updates.

NEW QUESTION # 73

An internal service provider has made the service desk a single point of contact for all user queries, including incidents, service requests, complaints, and compliments. To ensure a fair allocation of the service desk resources, a common rule for processing all incoming queues has been agreed: "first in, first out." It has soon become apparent that some incidents reported by users spend too much time waiting to be processed and triaged by the service desk. This leads to delayed incident resolution and negative business impact. What is the BEST way to improve the situation?

- A. Increase the number of service desk agents to process the incoming queries faster
- B. Implement separate service desks for incident and service requests
- C. Prioritize incoming queries based on their type and associated urgency
- D. Recommend users to submit queries well in advance to ensure timely processing

Answer: C

Explanation:

The best way to improve the situation is to prioritize incoming queries based on their type and associated urgency (B). The ITIL 4 Specialist: Create, Deliver and Support documentation (Section 4.2.3) states:

"Prioritization based on impact and urgency ensures that the most critical incidents are addressed promptly, optimizing resource use and minimizing business impact." The "first in, first out" rule fails when high-impact incidents are delayed, and this approach adjusts resource allocation dynamically. Option A increases costs without addressing prioritization; option C adds complexity; and option D shifts responsibility to users. The guide emphasizes: "Effective prioritization is a key practice in managing demand and ensuring service continuity." Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 4.2.3 - Prioritization in Service Desk Operations.

NEW QUESTION # 74

An organization experiences delays when creating and changing products and services. This is largely because software developers store code in their individual repositories.

- A. Continual improvement
- B. Continuous integration
- C. Continuous deployment
- D. Continuous delivery

Answer: B

Explanation:

Continuous integration (CI) is a practice that involves frequently integrating code changes into a shared repository, allowing teams to detect and resolve issues early. In the context of the scenario, where delays occur due to developers using individual repositories, CI would help by enabling regular integration of code, reducing conflicts, and streamlining the development process. This aligns with the ITIL 4 Specialist: Create, Deliver and Support guidance on optimizing value streams through effective planning and building practices.

The official ITIL 4 CDS study guide (Section 2.2.1) emphasizes that CI reduces delays by automating integration and testing, which is critical when managing service creation and changes. Other options like continuous delivery (B) and continuous deployment (C) are subsequent steps that build on CI, while continual improvement (D) is a broader practice not specifically addressing the repository issue.

Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 2.2.1 - Value Stream Optimization.

NEW QUESTION # 75

An organization is considering how a new service will be supported when it goes live. There are many teams that will contribute to the support of the service.

Which approach should the organization follow when creating a value stream to support the new service?

- A. Create one value stream for every lifecycle phase of support requests
- B. Create separate value streams for practices, people, tools and suppliers
- C. Create one value stream for each support team
- D. Create one value stream for the entire set of support activities

Answer: D

Explanation:

Creating one value stream for the entire set of support activities ensures an end-to-end view of how the service will be supported, promoting integration across all contributing teams.

NEW QUESTION # 76

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