

Latest ITIL-4-Specialist-Create-Deliver-and-Support Test Practice - New ITIL-4-Specialist-Create-Deliver-and-Support Mock Test



The ITIL ITIL-4-Specialist-Create-Deliver-and-Support certification exam is a valuable asset for beginners and seasonal professionals. If you want to improve your career prospects then ITIL-4-Specialist-Create-Deliver-and-Support certification is a step in the right direction. Whether you're just starting your career or looking to advance your career, the ITIL-4-Specialist-Create-Deliver-and-Support Certification Exam is the right choice. With the ITIL-4-Specialist-Create-Deliver-and-Support certification you can gain a range of career benefits which include credibility, marketability, validation of skills, and access to new job opportunities.

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

Topic	Details
Topic 1	<ul style="list-style-type: none">Service Delivery: This section of the exam measures the skills of IT Operations Managers and covers the core processes and activities essential for the effective delivery of IT services. It emphasizes the importance of managing service transitions and operations to maintain consistent, high-quality service output.
Topic 2	<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 3	<ul style="list-style-type: none">Service Performance Metrics: This section of the exam measures the skills of IT Performance Analysts and covers how to identify and interpret key performance indicators and metrics. The focus is on evaluating service effectiveness and making data-driven decisions to improve service outcomes.
Topic 4	<ul style="list-style-type: none">Service Support: This section of the exam measures the skills of Technical Support Specialists and covers the support functions required to manage and maintain IT services. It includes practices for issue resolution, incident management, and sustaining service reliability over time.
Topic 5	<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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ITIL 4 Specialist: Create, Deliver and Support Exam Sample Questions (Q24-Q29):

NEW QUESTION # 24

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 delivery
- C. Continuous integration
- D. Continuous deployment

Answer: C

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 # 25

An internal service provider of a charity foundation wants to ensure that all queries coming from users and customers are processed within the agreed time. Records show that the flow of incoming queries is uneven; the teams processing the queries may be overwhelmed one day and have idle capacity on another. What is the BEST way for the service provider to ensure timely processing of all queries?

- A. Prioritize queues using a combination of criteria to maximize value and minimize risks
- B. Limit the number of incoming queries so they could be processed on time
- C. Prioritize all incoming queries according to their economic value to maximize profit and minimize penalties
- D. Increase capacity to process all queries without delays

Answer: A

Explanation:

The best way is to prioritize queues using a combination of criteria to maximize value and minimize risks (B).

The ITIL 4 Specialist: Create, Deliver and Support study guide (Section 4.2.3) states: "Prioritization should balance impact, urgency, and value, ensuring efficient resource use and timely resolution, especially in uneven demand scenarios." This approach adapts to fluctuating query volumes, unlike option A which focuses on profit (less relevant for a charity), option C which is costly and may not address root causes, or option D which restricts access. The guide notes: "Dynamic prioritization enhances service desk resilience under variable workloads." Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 4.2.3 - Prioritization in Service Desk Operations.

NEW QUESTION # 26

A managed service provider manages an organization's suppliers, provides some delivery functions to the organization, and coordinates service integration and management between the organization and its suppliers.

Which model is this an example of?

- A. Single provider
- B. Service integration as a service
- C. Service guardian

- D. Retained service integration

Answer: B

Explanation:

This is an example of service integration as a service (D). The ITIL 4 Specialist: Create, Deliver and Support study guide (Section 3.1.4) defines this model as: "A service integration approach where a third party coordinates and manages services, including supplier relationships and integration, on behalf of the organization." This matches the scenario where the provider handles supplier management and service coordination. Option A (retained service integration) involves internal retention; option B (single provider) implies full delivery; and option C (service guardian) is not a recognized ITIL model. The guide further notes:

"This model enhances value streams by ensuring seamless service delivery across multiple parties." Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 3.1.4 - Service Integration Models.

NEW QUESTION # 27

An organization is writing its test strategy in order to define the test levels and test types that are in scope for testing. In the past, the organization has experienced service disruptions after some releases of a particular application. These disruptions were happening because the application caused other applications to generate errors.

Which test level should the organization focus on to address this weakness?

- A. Unit
- B. Acceptance
- C. System
- D. Integration

Answer: D

Explanation:

Integration testing focuses on verifying how different applications and components work together, helping to identify and prevent errors that occur when the new application affects other systems.

NEW QUESTION # 28

A service provider works with a diverse group of customers, including corporate, private, and partner organizations. The service provider's service desk supports users from all customer organizations. However, different users prefer different communication channels. In response to their preferences, the service provider implemented email, chat, phone, and website contact form for the users to contact the service desk. The service desk team is increasingly struggling to monitor all channels and respond timely. Some user queries are not noticed early enough, and the users are complaining. What should the service provider do to improve the situation?

- A. Close the least popular communication channels to reduce the complexity
- B. Integrate all channels to support smooth switching between them for users and support agents
- C. Allocate one most suitable channel to each customer type
- D. Assign dedicated service desk agents to monitor each channel

Answer: B

Explanation:

The service provider should integrate all channels to support smooth switching between them for users and support agents (C). The ITIL 4 Specialist: Create, Deliver and Support documentation (Section 4.2.2) emphasizes the importance of a unified service desk experience, where channel integration enables a seamless omnichannel approach. This reduces the team's monitoring burden by centralizing interactions, ensures timely responses through a single queue or dashboard, and addresses user complaints by maintaining flexibility across preferred channels. Option A risks alienating users who rely on less popular channels; option B increases resource demands without addressing root issues; and option D limits user choice, potentially worsening satisfaction. The guide highlights that effective channel management enhances service desk efficiency, a critical aspect of supporting diverse customer bases.

Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 4.2.2 - Omnichannel Service Desk Management.

NEW QUESTION # 29

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