

# ITIL-4-Specialist-Create-Deliver-and-Support 높은 통과율 덤프 샘플 다운, ITIL-4-Specialist-Create-Deliver-and-Support 합격보장 가능 시험



ExamPassdump ITIL-4-Specialist-Create-Deliver-and-Support 최신 PDF 버전 시험 문제집을 무료로 Google Drive에서 다운로드하세요: <https://drive.google.com/open?id=16wsJPk6CeeNM9DSQUgAKhWLHE2EWdFx8>

우리ExamPassdump에는 아주 엘리트 한 전문가들로 구성된 팀입니다 그들은 끈임 없는 연구와 자기자신만의 지식으로 많은 IT관련 덤프자료를 만들어 냈으므로 여러분의 꿈을 이루어드립니다, 기존의 시험문제와 답과 시험문제분석 등입니다. ExamPassdump에서 제공하는 ITIL ITIL-4-Specialist-Create-Deliver-and-Support 시험자료의 문제와 답은 실제 시험의 문제와 답과 아주 비슷합니다. ExamPassdump 덤프들은 모두 보장하는 덤프들이며 여러분은 과감히 ExamPassdump의 덤프를 장바구니에 넣으세요. ExamPassdump에서 여러분의 꿈을 이루어 드립니다.

우리ExamPassdump가 제공하는 최신, 최고의 ITIL ITIL-4-Specialist-Create-Deliver-and-Support 시험관련 자료를 선택함으로 여러분은 이미 시험패스 성공이라고 보실 수 있습니다.

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## ITIL-4-Specialist-Create-Deliver-and-Support 합격보장 가능 시험 & ITIL-4-Specialist-Create-Deliver-and-Support 퍼펙트 최신 덤프 모음집

ITIL ITIL-4-Specialist-Create-Deliver-and-Support 인증 시험은 최근 가장 핫한 시험입니다. 인기가 높은 만큼 ITIL ITIL-4-Specialist-Create-Deliver-and-Support 시험을 패스하여 취득하게 되는 자격증의 가치가 높습니다. 이렇게 좋은 자격증을 취득하는데 있어서의 필수 과목인 ITIL ITIL-4-Specialist-Create-Deliver-and-Support 시험을 어떻게 하면 한번에 패스할 수 있을까요? 그 비결은 바로 ExamPassdump의 ITIL ITIL-4-Specialist-Create-Deliver-and-Support 덤프를 주문하여 가장 빠른 시일내에 덤프를 마스터하여 시험을 패스하는 것입니다.

### ITIL ITIL-4-Specialist-Create-Deliver-and-Support 시험 요강:

주제	소개
주제 1	<ul style="list-style-type: none"><li>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.</li></ul>
주제 2	<ul style="list-style-type: none"><li>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.</li></ul>
주제 3	<ul style="list-style-type: none"><li>Customer and User Experience: This section of the exam measures the skills of Service Experience Managers and covers aligning service delivery with customer expectations. It focuses on delivering satisfying experiences by quickly and effectively addressing user needs and service issues.</li></ul>

주제 4	<ul style="list-style-type: none"> <li>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.</li> </ul>
주제 5	<ul style="list-style-type: none"> <li>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.</li> </ul>
주제 6	<ul style="list-style-type: none"> <li>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.</li> </ul>
주제 7	<ul style="list-style-type: none"> <li>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.</li> </ul>

## 최신 ITIL 4 Managing Professional ITIL-4-Specialist-Create-Deliver-and-Support 무료샘플문제 (Q21-Q26):

### 질문 # 21

Which concept is commonly applied to help organizations process and interpret unstructured text, with the aim to produce summaries or translations?

- A. Advanced analytics
- B. Artificial intelligence
- C. ITSM software
- D. Information models

정답: B

### 설명:

Artificial intelligence is commonly applied to process and interpret unstructured text, enabling tasks such as generating summaries, translations, and extracting meaningful insights.

### 질문 # 22

A mobile app development company has implemented a new strategy in its software development process.

Instead of large, infrequent updates, it now releases smaller updates every two weeks. These updates are shaped by regular user reviews and suggestions, which the company actively seeks and incorporates into each new version. Which guiding principle is this approach MOST closely aligned with?

- A. Think and work holistically
- B. Optimize and automate
- C. Focus on value
- D. Progress iteratively with feedback

정답: D

### 설명:

This approach is most closely aligned with the guiding principle of progress iteratively with feedback (B).

The ITIL 4 Specialist: Create, Deliver and Support guide (Section 2.1.2) states: "Progress iteratively with feedback involves delivering work in smaller increments, using feedback from users to refine and improve services, ensuring alignment with needs and enhancing value stream efficiency." The two-week updates and user input exemplify this principle, contrasting with option A (holistic focus), option C (value focus without iteration), or option D (automation emphasis). The guide adds: "This principle supports rapid adaptation and quality improvement." Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 2.1.2 - Guiding Principles.

### 질문 # 23

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

정답: **B**

#### 설명:

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.

### 질문 # 24

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

Which approach would help to resolve this situation?

- A. Change enablement
- B. Continuous deployment
- **C. Continuous integration**
- D. Continuous delivery

정답: **C**

#### 설명:

Continuous integration resolves delays by ensuring that developers frequently merge their code into a shared repository, enabling earlier detection of issues and smoother collaboration.

### 질문 # 25

A service provider is struggling to ensure timely incident resolution. The reports show that the majority of incidents that can be resolved without implementing a change are resolved on time. However, if an incident resolution requires a change, it is almost never implemented within the agreed incident resolution time. What is the BEST approach for the service provider to improve the situation?

- A. Review the incident resolution targets
- B. Review the incident management process
- C. Review the change authorization procedures
- **D. Review the incident resolution value stream**

정답: **D**

#### 설명:

The best approach is to review the incident resolution value stream (B). The ITIL 4 Specialist: Create, Deliver and Support guide (Section 4.3.3) states: "Analyzing the incident resolution value stream identifies bottlenecks, such as delays in change implementation, and enables end-to-end optimization to meet agreed times." This holistic review addresses the specific issue of change-related delays, unlike option A (adjusting targets avoids fixing the problem), option C (narrowly focuses on authorization), or option D (misses the value stream context). The guide adds: "Value stream analysis is key to aligning incident and change processes."

## 질문 #26

ExamPassdump는 ITIL인증 ITIL-4-Specialist-Create-Deliver-and-Support 시험에 대하여 가이드를 해줄 수 있는 사이트입니다. ExamPassdump는 여러분의 전업지식을 업그레이드 시켜줄 수 있고 또한 한번에 ITIL인증 ITIL-4-Specialist-Create-Deliver-and-Support 시험을 패스하도록 도와주는 사이트입니다. ExamPassdump 제공하는 자료들은 모두 IT업계 전문가들이 자신의 지식과 끈임없는 경험등으로 만들어낸 퍼펙트 자료들입니다. 품질은 정확도 모두 보장되는 문제집입니다. ITIL인증 ITIL-4-Specialist-Create-Deliver-and-Support 시험은 여러분이 IT지식을 한층 업할 수 있는 시험이며 우리 또한 일년무료 업데이트 서비스를 제공합니다.

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