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ITIL 4 Specialist: Create, Deliver and Support Exam Sample Questions (Q46-Q51):

NEW QUESTION # 46

Which is an example of using a 'shift-left' approach to optimize password resets?

- A. Encourage users to remember or safely record their passwords to reduce the number of password resets
- B. Automatically assign a high priority to password reset requests to resolve them faster
- C. Train service desk agents to categorize password resets as service requests
- D. **Allow users to reset their own passwords using an automated tool**

Answer: D

Explanation:

Allowing users to reset their own passwords using an automated tool moves support closer to the user, which is a direct application of the shift-left approach, improving speed and efficiency.

NEW QUESTION # 47

An organization is in the process of restoring the online payment app service, and its IT teams have reached a stage where creative problem-solving is needed. What does this situation describe?

- A. Algorithmic task
- B. Servant leadership
- C. Cooperation
- D. **Heuristic task**

Answer: D

Explanation:

This situation describes a heuristic task (D). The ITIL 4 Specialist: Create, Deliver and Support guide (Section 3.3.3) explains: "Heuristic tasks require creative problem-solving and judgment, often encountered in complex service restoration scenarios where predefined solutions are insufficient." The need for creativity in restoring the payment app fits this definition, contrasting with algorithmic tasks (C) that follow set procedures. Option A (cooperation) and B (servant leadership) are enablers but not the task type. The guide adds: "Heuristic tasks are common in incident and problem management, necessitating skilled intervention." Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 3.3.3 - Task Types in Service Management.

NEW QUESTION # 48

Which concept focuses on understanding the different levels within systems and ensuring that multiple systems are aligned and unified when designing services?

- A. Customer orientation
- B. ICI/CD
- C. Robotic process automation
- D. **Integration and data sharing**

Answer: D

Explanation:

Integration and data sharing focus on aligning and unifying multiple systems to ensure smooth, cohesive service design and delivery.

NEW QUESTION # 49

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

Answer: A

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 # 50

Which of the following involves consideration of the skills and availability of both internal and external resources?

- A. Swarming
- B. Triage prioritization
- C. Shift-left approach
- D. **Build vs buy**

Answer: D

Explanation:

Build vs buy involves evaluating the skills and availability of both internal and external resources to decide whether to develop a solution in-house or acquire it from an external provider.

NEW QUESTION # 51

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