

100% Pass ITIL - ITIL-4-Specialist-Create-Deliver-and-Support - ITIL 4 Specialist: Create, Deliver and Support Exam – The Best Test Book



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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">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 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 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 4	<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 5	<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 6	<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.
Topic 7	<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 8	<ul style="list-style-type: none"> 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.

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

NEW QUESTION # 46

Which is a reason why an organization should create competency profiles for each role?

- A. To ensure that technical skills are included in each profile
- B. To plan to fill all the mandatory ITIL roles
- C. To ensure that IT specialists have pi-shaped skill profiles
- D. To plan the professional development of team members

Answer: D

Explanation:

Creating competency profiles helps the organization plan the professional development of team members, ensuring that skills and capabilities align with current and future needs.

NEW QUESTION # 47

Which statement about 'service integration as a service' is CORRECT?

- A. The service integrator provides services and manages other vendors
- B. Multiple vendors provide the service integration and management function
- C. The service integrator can be easily replaced by other vendors to leverage better pricing

- D. The service integrator does not deliver any services to the organization

Answer: A

Explanation:

In service integration as a service, the service integrator both provides services and manages other vendors, ensuring seamless delivery across multiple suppliers.

NEW QUESTION # 48

A software development company wants to improve its service delivery by implementing a value stream for a new service creation. The company aims to balance speed and quality of service delivery. How should the company structure its value stream to meet this objective?

- **A. Integrate feedback loops and escalation mechanisms in the workflow**
- B. Enable variance of quality and cost of services
- C. Define and optimize an individual value stream for each team involved in service creation
- D. Use comprehensive complex simulations to test the workflow

Answer: A

Explanation:

The company should integrate feedback loops and escalation mechanisms in the workflow (B). The ITIL 4 Specialist: Create, Deliver and Support study guide (Section 2.2.2) explains that effective value stream design requires iterative feedback to ensure quality while maintaining speed, and escalation mechanisms to address issues promptly. This approach allows for continuous improvement and adjustment during service creation, balancing the trade-off between rapid delivery and high standards. Option A creates silos, reducing coordination; option C compromises consistency; and option D, while useful, is a testing method rather than a structural solution. The guide stresses that feedback loops, such as user testing or peer reviews, are essential for optimizing value streams.

Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 2.2.2 - Feedback Loops in Value Stream Design.

NEW QUESTION # 49

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 incident resolution value stream**
- D. Review the change authorization procedures

Answer: C

Explanation:

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."

Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 4.3.3 - Incident Resolution Value Stream Analysis.

NEW QUESTION # 50

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

Answer: D

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 # 51

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