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ITIL v4 Specialist Create, Deliver & Support



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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 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 2	<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 3	<ul style="list-style-type: none"> ITIL 4 Principles: This section of the exam measures the skills of IT Service Managers and covers the application of ITIL 4's guiding principles such as "Focus on Value," "Start Where You Are," and "Optimise and Automate." The aim is to drive operational efficiency and service excellence.
Topic 4	<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.
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.
Topic 6	<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 7	<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 8	<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.

ITIL 4 Specialist: Create, Deliver and Support Exam Sample Questions (Q20-Q25):

NEW QUESTION # 20

A service desk manager is creating a job profile for a service desk team lead. The following requirements have been identified:

Ability to use company processes and tools

Leadership skills

Knowledge of service desk objectives

What Is the MOST important additional requirement for the job profile?

- A. Technical knowledge of the supported products
- B. Commitment to continual improvement**
- C. Experience of financial management
- D. Knowledge of how to log incidents and service requests

Answer: B

Explanation:

A commitment to continual improvement is crucial for a service desk team lead to drive team performance, enhance service quality, and align with the organization's goals for ongoing development.

NEW QUESTION # 21

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

Answer: A

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 # 22

How should roles and competencies be managed to adapt to rapid technological changes and market demands?

- A. By focusing on increasing employees' technical experience
- B. By making it easier for employees to focus on one role
- C. By continually adapting roles to evolving organizational requirements
- D. By creating career paths dedicated to single technologies

Answer: C

Explanation:

Roles and competencies should be managed by continually adapting them to evolving organizational requirements (C). The ITIL 4 Specialist: Create, Deliver and Support study guide (Section 3.3.2) advocates for flexible role definitions to respond to technological and market shifts, ensuring the service value system remains effective. This approach supports skill development and role evolution, unlike option A (rigid focus), option B (technology-specific paths), or option D (narrow technical emphasis). The guide emphasizes adaptability as a core competency.

Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 3.3.2 - Adapting Roles and Competencies.

NEW QUESTION # 23

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

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

Answer: A

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 # 24

A user has logged an incident saying that transactions via the company website are very slow. The service desk team does not have the skills needed to investigate this. There are many different teams that this could be escalated to, including a web server team, an application team, an infrastructure team, and a performance management team.

Which is the BEST approach for the service desk to use for escalating this incident?

- A. Follow the predefined procedure for investigating web performance incidents
- B. Use swarming to involve people from multiple different teams in the investigation
- C. Declare a major incident and start the major incident management procedure
- D. Escalate to the performance management team, who will then escalate to a different team if needed

Answer: A

Explanation:

Following a predefined procedure for investigating web performance incidents ensures a structured and efficient escalation, reducing delays and avoiding confusion about responsibility.

NEW QUESTION # 25

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