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Peoplecert ITIL 4 Specialist: Create, Deliver and Support Sample Questions (Q44-Q49):

NEW QUESTION # 44

In a mature ITIL 4 practice environment, incidents are automatically generated from monitoring events, enriched with CI data from the CMDB, and routed through automated priority matrices.

Major-incident teams must be alerted based on dynamic impact thresholds, and linked knowledge articles should surface during ticket resolution. Which ONE practice is accountable for defining and governing this entire ticket lifecycle from auto-creation and CI

integration to automated escalations, major-incident protocols, and closure criteria?

- A. Service Request Management practice
- **B. Incident Management practice**
- C. Problem Management practice
- D. Event Management practice

Answer: B

Explanation:

The Incident Management practice owns the complete lifecycle of unplanned service disruptions.

It defines how incidents are captured whether via user reports or automated event triggers, how CI attributes inform categorization and impact assessment, and how dynamic priority matrices drive automated escalations. It also prescribes major-incident procedures, integrates knowledge- article recommendations into the resolution workflow, and enforces closure criteria once service restoration is verified.

NEW QUESTION # 45

Which is often included in an Agile approach to software development?

- **A. CI/CD**
- B. Information models
- C. Integrated service management toolsets
- D. Advanced analytics

Answer: A

NEW QUESTION # 46

A large organization has a centralized service desk, and many different teams that help to resolve incidents and manage service requests. They also use many different suppliers to support these activities.

What is the minimum number of different value streams that they need, in order to manage this work?

- **A. One value stream for all activity that arrives via the service desk**
- B. One value stream for resolving incidents, and a separate value stream for managing service requests
- C. One value stream for the organization, and separate value streams for each team
- D. One value stream for the organization, and separate value streams for each supplier

Answer: A

NEW QUESTION # 47

An organization has received complaints from customers regarding incident resolution times. The organization is using value stream mapping to visualize the activities involved in restoring service following an outage. The team has designed an optimized flow that begins with the incident being generated by a monitoring tool, and ends when service is restored. Leadership is concerned that this approach has failed to provide the insight needed to reduce delays. Which is the BEST action this team can take to address leadership's concern?

- A. Introduce additional sources of demand
- **B. Compare the map to actual activities**
- C. Determine where work is sitting in queues
- D. Automate repeatable work activities

Answer: B

NEW QUESTION # 48

An enterprise delivers a new multi-region, container-based service every two weeks.

Deployments span private data centers and multiple public clouds, require database schema changes, feature-flag updates, and real-time rollback capabilities. Failures in any stage risk data loss, security gaps or customer outages. Which ONE practice should own

the end-to-end orchestration, automation and governance of these deployments to ensure consistency, traceability and rapid recovery?

- A. Release Management practice
- B. Change Enablement practice
- **C. Deployment Management practice**
- D. Infrastructure and Platform Management practice

Answer: C

Explanation:

The Deployment Management practice specializes in planning, scheduling and controlling the movement of release packages into live environments. It defines standardized pipelines for containers, database migrations, feature-flag switches and rollback mechanisms. By enforcing environment-specific deployment plans, automated checks and audit trails, Deployment Management ensures every change is traceable and recoverable across all regions and cloud platforms.

NEW QUESTION # 49

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