

# ITIL ITIL-4-Specialist-Create-Deliver-and-Support Valid Exam Book & ITIL-4-Specialist-Create-Deliver-and-Support Reliable Exam Cram



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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"><li>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.</li></ul>
Topic 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>
Topic 3	<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>
Topic 4	<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>
Topic 5	<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>

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

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### **ITIL 4 Specialist: Create, Deliver and Support Exam Sample Questions (Q51-Q56):**

#### **NEW QUESTION # 51**

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

#### **Answer: C**

Explanation:

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

#### **NEW QUESTION # 52**

An organization is writing its test strategy in order to define the test levels and test types that are in scope for testing. In the past, the organization has experienced service disruptions after some releases of a particular application. These disruptions were happening because the application caused other applications to generate errors.

Which test level should the organization focus on to address this weakness?

- A. System
- B. Unit
- C. Acceptance
- D. Integration

#### **Answer: D**

#### Explanation:

Integration testing focuses on verifying how different applications and components work together, helping to identify and prevent errors that occur when the new application affects other systems.

#### NEW QUESTION # 53

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 # 54

An organization uses value streams to help them deliver consistent services, and they use 'service integration and management' to manage many different suppliers.

How does 'service integration and management' work with the organization's value streams?

- A. 'Service integration and management' creates a separate value stream for each supplier
- **B. 'Service integration and management' manages multiple suppliers in a single value stream**
- C. Service integration and management' is independent of the organization's value streams
- D. Service integration and management' cannot be used in an organization that uses value streams

#### Answer: B

#### Explanation:

'Service integration and management' works by coordinating and managing multiple suppliers within a single value stream, ensuring that all suppliers contribute effectively to the delivery of consistent services aligned with the organization's value creation efforts.

#### NEW QUESTION # 55

A small food retail chain was created twenty years ago. At that time, stock management and point of sale (POS) software was developed and maintained by an internal IT team. Today the chain is using commercial software available off-the-shelf for stock management and POS. What is this situation an example of?

- A. Service components lacking mass-market adoption
- **B. Commoditization of service components**
- C. Organization-specific requirements for service functionality
- D. Customer demand for personalized products

#### Answer: B

#### Explanation:

This situation is an example of commoditization of service components (A). The ITIL 4 Specialist: Create, Deliver and Support study guide (Section 3.2.1) states: "Commoditization occurs when services or components, once custom-built, become standardized and available off-the-shelf, reducing the need for internal development." The shift from custom to commercial software reflects this trend, aligning with value stream efficiency. Option B applies to custom needs; option C relates to customer preferences; and option D

contradicts the scenario. The guide adds: "Commoditization supports cost reduction and scalability." Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 3.2.1 - Commoditization of Services.

## NEW QUESTION # 56

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