ITIL-4-Specialist-Create-Deliver-and-Support Prüfungs-Guide, ITIL-4-Specialist-Create-Deliver-and-Support Fragen Und Antworten

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>> ITIL-4-Specialist-Create-Deliver-and-Support Prüfungs-Guide <<

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ITIL 4 Specialist: Create, Deliver and SupportExam ITIL-4-Specialist-Create-Deliver-and-Support Prüfungsfragen mit Lösungen (Q65-Q70):

65. Frage
A healthcare organization is implementing data analytics to analyze patient data. Why is data analytics important in this context?

- A. To understand the relationships between patient data and the healthcare's business services
- B. To highlight bottlenecks in the organization's workflows when collecting patient data
- C. To improve decision-making based on patient data analysis
- D. To prioritize and resolve requests for patient data

Antwort: C

Begründung:
The importance of data analytics in this context is to improve decision-making based on patient data analysis (B). The ITIL 4 Specialist: Create, Deliver and Support guide (Section 3.2.4) states: "Data analytics enables organizations to derive actionable insights from data, enhancing decision-making processes by identifying trends, patterns, and opportunities for service improvement." In a healthcare setting, this means using patient data to optimize treatment plans, resource allocation, and service delivery, aligning with ITIL's focus on value creation. Option A is a narrow operational task; option C is a subset of analysis; and option D addresses workflow issues rather than the primary goal. The guide further notes that "effective use of analytics supports the continual improvement of services by informing strategic and operational decisions." Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 3.2.4 - Data Analytics in Service Management.

66. Frage
A service provider involves suppliers to resolve incidents related to third-party software. Resolution of such incidents typically takes longer because of the time required to contact a supplier and other delays. The service provider needs to involve the supplier every time a similar incident occurs again. The incident manager wants to reduce the costs and improve the timeliness of incident resolution. What is the BEST way for the incident manager to achieve this?

- A. Avoid transferring incidents to an external supplier as long as possible
- B. Ensure that errors in the software that caused incidents are fixed
- C. Ensure that solutions provided by suppliers are captured and shared in the support team
- D. Ensure that solutions provided by the supplier are tested

Antwort: C

Begründung:
The best way is to ensure that solutions provided by suppliers are captured and shared within the support team (B). The ITIL 4 Specialist: Create, Deliver and Support guide (Section 4.3.4) recommends knowledge management as a key practice to reduce reliance on external suppliers by documenting and disseminating resolutions, thereby decreasing response times and costs for recurring incidents. This approach builds internal capability, minimizing delays from supplier coordination. Option A delays resolution; option C depends on supplier action beyond the manager's control; and option D, while beneficial, is a validation step that doesn't address knowledge retention. The guide underscores the importance of a knowledge base in incident management. Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 4.3.4 - Knowledge Management in Incident Resolution.

67. Frage
A service operations team monitors a critical service. They receive thousands of events every day and operators are trained, so they know which events require a response. Sometimes they miss an important event and this causes service level targets to be breached. What is the BEST approach to resolve this issue?
A service operations team monitors a critical service. They receive thousands of events every day and operators are trained, so they know which events require a response. Sometimes they miss an important event and this causes service level targets to be breached. What is the BEST approach to resolve this issue?

- A. Recruit additional operations staff
- B. Improve filtering of operations data
- C. Improve operations team training
- D. Renegotiate service level targets

Antwort: B

Begründung:
Improving the filtering of operations data reduces the noise from irrelevant events, allowing the operations team to focus on critical events and prevent breaches of service level targets.

68. Frage

An organization with established processes for managing incidents, changes, and problems, receives a high volume of calls from users complaining that their issues are not being resolved efficiently. What should the organization do FIRST to start to improve the situation?

- A. Use value stream mapping to help understand the end-to-end flow of user support
- B. Review skills and competencies of user support staff to ensure they have the required capability
- C. Encourage teams to collaborate so they can focus on value for users
- D. Improve the integration of tools to ensure there are no gaps between processes

Antwort: A

Begründung:
The organization should first use value stream mapping to help understand the end-to-end flow of user support (A). The ITIL 4 Specialist: Create, Deliver and Support study guide (Section 2.3.1) states: "Value stream mapping is the initial step to visualize and analyze the flow of activities, identifying inefficiencies and delays in service delivery processes." This provides a foundation for addressing user complaints by pinpointing bottlenecks before implementing solutions like collaboration (B), tool integration (C), or skill reviews (D). The guide emphasizes: "Mapping ensures a holistic view, essential for effective planning and improvement."
Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 2.3.1 - Value Stream Mapping.

69. Frage

A technology organization is undergoing a strategic expansion, targeting emerging markets. The organization's current workforce has not had experience in dealing with the innovative products which are part of the new markets. What is the BEST strategic approach that the organization should adopt to resolve this situation?

- A. Increase the total number of employees focusing on new hires with expertise in emerging technologies
- B. Restructure the organization to create specialized departments for emerging technologies
- C. Invest in targeted training programmes for existing staff in relevant emerging technologies
- D. Outsource the development of new technology segments to specialized vendors

Antwort: C

Begründung:
The best strategic approach is to invest in targeted training programmes for existing staff in relevant emerging technologies (B). The ITIL 4 Specialist: Create, Deliver and Support documentation (Section 3.3.2) states:
"Investing in training leverages existing staff knowledge, aligns competencies with new market needs, and ensures cultural continuity, which is critical during expansion." This is cost-effective and builds internal capability, unlike option A (expensive hiring), option C (relinquishes control), or option D (disruptive restructuring). The guide notes: "Skill development supports the service value system's adaptability." Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 3.3.2 - Competency Development.

70. Frage

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