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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>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.</li></ul>
Topic 3	<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 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>

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## ITIL 4 Specialist: Create, Deliver and Support Exam Sample Questions (Q60-Q65):

### NEW QUESTION # 60

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

### Answer: B

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 # 61

An organization has found that a significant amount of rework is required, because tickets are escalated from the service desk team to higher tiers of support. This rework causes delays and results in recurring incidents as service desk agents rarely see how incidents are resolved.

Which approach can be used to reduce this rework and its consequences?

- A. Train agents to capture the information required by each support team
- B. Validate the data, when tickets are being created by service desk agents
- **C. Use swarming to improve collaboration and validate information**
- D. Limit the use of tickets to major and high-priority incidents

### Answer: C

Explanation:

Using swarming improves collaboration between service desk agents and support teams, allowing real-time knowledge sharing, better information validation, and reducing rework and delays.

### NEW QUESTION # 62

Which concept is commonly applied to help organizations process and interpret unstructured text, with the aim to produce summaries or translations?

- A. Advanced analytics
- **B. Artificial intelligence**
- C. Information models
- D. ITSM software

### Answer: B

Explanation:

Artificial intelligence is commonly applied to process and interpret unstructured text, enabling tasks such as generating summaries, translations, and extracting meaningful insights.

## NEW QUESTION # 63

Which of the following involves consideration of the skills and availability of both internal and external resources?

- A. Shift-left approach
- B. Triage prioritization
- **C. Build vs buy**
- D. Swarming

**Answer: C**

Explanation:

Build vs buy involves evaluating the skills and availability of both internal and external resources to decide whether to develop a solution in-house or acquire it from an external provider.

## NEW QUESTION # 64

An organization is in the process of restoring the online payment app service, and its IT teams have reached a stage where creative problem-solving is needed. What does this situation describe?

- A. Algorithmic task
- **B. Heuristic task**
- C. Servant leadership
- D. Cooperation

**Answer: B**

Explanation:

This situation describes a heuristic task (D). The ITIL 4 Specialist: Create, Deliver and Support guide (Section 3.3.3) explains: "Heuristic tasks require creative problem-solving and judgment, often encountered in complex service restoration scenarios where predefined solutions are insufficient." The need for creativity in restoring the payment app fits this definition, contrasting with algorithmic tasks (C) that follow set procedures. Option A (cooperation) and B (servant leadership) are enablers but not the task type. The guide adds: "Heuristic tasks are common in incident and problem management, necessitating skilled intervention." Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 3.3.3 - Task Types in Service Management.

## NEW QUESTION # 65

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