

Braindump ITIL ITIL-4-Specialist-Create-Deliver-and-Support Pdf - Official ITIL-4-Specialist-Create-Deliver-and-Support Practice Test



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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"> 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 2	<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 3	<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 4	<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 5	<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 6	<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 (Q15-Q20):

NEW QUESTION # 15

A sales enablement service is being modified to improve the data that is presented to sales staff. This will be delivered as a series of incremental improvements.

Which are the TWO BEST ways to measure these changes?

1. Measure individual changes by the output that they create
2. Measure the overall success of multiple changes by the output that is created
3. Measure individual changes by the outcome that they create
4. Measure the overall success of multiple changes by the outcome that is created

- A. 3 and 4
- B. 2 and 3
- C. 1 and 4
- D. 1 and 2

Answer: A

Explanation:

Individual changes should be measured by the outcome they create to ensure they deliver real value, and the overall success of multiple changes should also be measured by the outcome to confirm that the cumulative improvements meet business objectives.

NEW QUESTION # 16

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. Experience of financial management

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

Answer: C

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 # 17

An organization is planning to implement a new service management toolset for effective integration of management practices. Which feature of the service management toolset will be the MOST important in achieving this?

- A. Inventory and discovery of IT assets
- B. Advanced analytics
- C. High availability and security
- **D. Flexible workflow automation**

Answer: D

Explanation:

The most important feature is flexible workflow automation (A). The ITIL 4 Specialist: Create, Deliver and Support guide (Section 2.4.1) states that automation enables seamless integration of practices by streamlining processes, which is crucial for building effective service value streams. Other features like inventory (B), analytics (C), and security (D) are supportive but secondary to integration.

Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 2.4.1 - Toolset Features for Integration.

NEW QUESTION # 18

Which is an example of results-based measurement and reporting?

- **A. Measuring and reporting customer satisfaction with closed incidents**
- B. Measuring and reporting the cost of providing a service to customers and users
- C. Measuring and reporting the number of hours worked by service desk staff
- D. Measuring and reporting the number of supplier-related interruptions to a service

Answer: A

Explanation:

Measuring and reporting customer satisfaction with closed incidents focuses directly on the outcomes and value delivered to customers, which is the essence of results-based measurement.

NEW QUESTION # 19

When verifying that an incident has been resolved, which is an example of value as perceived by a user?

- **A. A swift restoration of a point of sale system, enabling customers to be served with minimal disruption**
- B. A better understanding of a complex networking scenario, enabling the creation of a new knowledge article
- C. An incident resolved within the target SLA time, enabling efficient use of service desk resources
- D. An accurate and complete incident record, enabling subsequent trend analysis of incidents

Answer: A

Explanation:

From the user's perspective, swift restoration of critical services like a point of sale system provides immediate value by minimizing disruption and allowing normal operations to continue.

NEW QUESTION # 20

