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ITIL ITIL-4-Specialist-Create-Deliver-and-Support Exam Syllabus Topics:

Topic	Details
Topic 1	• 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. :
Topic 2	• 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.
Topic 3	• 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 4	• 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.
Topic 5	• 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.

- **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.

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ITIL 4 Specialist: Create, Deliver and SupportExam Sample Questions (Q20-Q25):

NEW QUESTION # 20

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 the team can take to address leadership's concern?

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

Answer: A

Explanation:

The best action is to determine where work is sitting in queues (A). The ITIL 4 Specialist: Create, Deliver and Support study guide (Section 2.3.1) explains that value stream mapping should identify bottlenecks, such as queues, to optimize flow and reduce delays. This addresses leadership's concern by providing actionable insights into delay causes. Option C is useful but less specific; option D automates after identifying issues; and option B would exacerbate delays.

Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 2.3.1 - Value Stream Mapping and Bottleneck Analysis.

NEW QUESTION # 21

An organization has departments that are structured as Sales, Business Operations, and Quality Control. Each department has its own set of responsibilities, reporting lines and authorities, and they manage their internal processes independently. What type of organizational structure is this an example of?

- **A. Functional**
- B. Divisional
- C. Matrix
- D. Flat

Answer: A

Explanation:

This is an example of a functional organizational structure (B). The ITIL 4 Specialist: Create, Deliver and Support documentation (Section 3.1.2) describes a functional structure as one where departments are organized by specialized functions (e.g., Sales, Operations, Quality Control), each with distinct responsibilities and independent processes. This structure supports service value system alignment by leveraging expertise but can create silos if not coordinated. Option A (matrix) involves cross-functional

reporting; option C (divisional) focuses on product or region; and option D (flat) minimizes hierarchy, none of which match the description. The guide notes this structure's relevance in service management contexts.

Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 3.1.2 - Organizational Structures.

NEW QUESTION # 22

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

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

Answer: D

Explanation:

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.

NEW QUESTION # 23

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 and train additional operations staff
- **B. Review and automate filtering of operations data**
- C. Improve operations team training
- D. Renegotiate service level targets

Answer: B

Explanation:

The best approach is to review and automate filtering of operations data (D). The ITIL 4 Specialist: Create, Deliver and Support guide (Section 4.2.4) states: "Automation of event filtering reduces human error by prioritizing critical events, ensuring operators focus on what matters and preventing breaches of service level targets." This leverages technology to address misses, unlike option A (costly staffing), option B (insufficient if overwhelmed), or option C (avoiding the root cause). The guide notes: "Effective event management relies on automated tools to enhance reliability." Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 4.2.4 - Event Management Automation.

NEW QUESTION # 24

Which is an example of a divisional organizational structure?

- **A. An organization which has a different business unit for each of its products**
- B. An organization which uses a grid of reporting relationships
- C. An organization which has arranged its teams in a hierarchical authority structure
- D. An organization which does not have a layered management structure

Answer: A

Explanation:

An organization with a different business unit for each of its products is an example of a divisional organizational structure, where divisions are typically based on products, services, or markets.

NEW QUESTION # 25

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