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ITIL 4 Specialist: Create, Deliver and SupportExam Sample Questions (Q44-Q49):

NEW QUESTION # 44
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. Commitment to continual improvement
- B. Experience of financial management
- C. Technical knowledge of the supported products
- D. Knowledge of how to log incidents and service requests

Answer: A

Explanation:
The most important additional requirement is commitment to continual improvement (B). The ITIL 4 Specialist: Create, Deliver and Support documentation (Section 4.1.2) identifies this as critical for a team lead to drive ongoing enhancements in service desk performance, aligning with ITIL's continual improvement principle. This ensures the lead fosters a culture of progress, complementing the given skills. Option A is operational and basic; option C is less relevant for a lead role; and option D, while useful, is secondary to improvement focus. The guide underscores leadership in improvement initiatives.
Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 4.1.2 - Leadership in Service Desk Roles.

NEW QUESTION # 45
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. Commitment to continual improvement
- B. Experience of financial management
- C. Technical knowledge of the supported products
- D. Knowledge of how to log incidents and service requests

Answer: A

Explanation:
Acommitment to continual improvementis 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 # 46
Which is an example of using a 'shift-left' approach to optimize password resets?

- A. Encourage users to remember or safely record their passwords to reduce the number of password resets
- B. Allow users to reset their own passwords using an automated tool
- C. Train service desk agents to categorize password resets as service requests
- D. Automatically assign a high priority to password reset requests to resolve them faster

Answer: B

Explanation:

Allowing users to reset their own passwords using an automated tool moves support closer to the user, which is a direct application of the shift-left approach, improving speed and efficiency.

NEW QUESTION # 47

An organization is moving from a process-based approach to a value-stream based approach for managing user issues.
Which of these activities should the organization do FIRST?

- A. Understand the situations in which incidents and service requests will be initiated
- B. Consider how the service desk teams can be involved at an earlier stage in the creation of a service.
- C. Understand which steps contribute least to the support of the service
- D. Identify the activities which could be improved by the use of automation

Answer: A

Explanation:
Understanding the situations where incidents and service requests are initiated is the first step, as it defines how user needs trigger value streams and shapes the design of the overall support approach.

NEW QUESTION # 48

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

Answer: D

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 # 49

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