

認定する-一番優秀なITIL-4-Specialist-Create-Deliver-and-Support資格勉強試験-試験の準備方法ITIL-4-Specialist-Create-Deliver-and-Support合格受験記



P.S.JpexamがGoogle Driveで共有している無料の2026 ITIL ITIL-4-Specialist-Create-Deliver-and-Supportダン
プ: https://drive.google.com/open?id=12CRi_oAJ_w0CtkDeRZl6bkCv9aMMv8cZ

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トピック	出題範囲
トピック 1	サービスデリバリー: このセクションでは、IT運用マネージャーのスキルを評価し、ITサービスの効果的な提供に不可欠なコアプロセスと活動を網羅します。一貫性のある高品質なサービス出力を維持するために、サービスの移行と運用を管理することの重要性に重点が置かれています。
トピック 2	ITIL 4 原則: この試験セクションでは、ITサービスマネージャーのスキルを測定し、「価値へのフォーカス」、「現状からのスタート」、「最適化と自動化」といったITIL 4の指針の適用について検証します。運用効率とサービスの質の向上を目指します。
トピック 3	サービス自動化とテクノロジー: このセクションでは、自動化エンジニアのスキルを評価し、ITサービスの開発、提供、サポートにおける自動化とテクノロジーの統合について学びます。ツールとプラットフォームがどのように業務を効率化し、効率性を向上させるかを理解することも重要です。
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ITIL ITIL-4-Specialist-Create-Deliver-and-Support認定試験で困っているのか

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ITIL 4 Specialist: Create, Deliver and SupportExam 認定 ITIL-4-Specialist-Create-Deliver-and-Support 試験問題 (Q50-Q55):

質問 #50

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

正解: D

解説:

The approach to reduce rework is to train agents to capture the information required by each support team (B).

The ITIL 4 Specialist: Create, Deliver and Support documentation (Section 4.1.3) states: "Training service desk agents to collect comprehensive and accurate ticket data reduces escalation rework by ensuring higher tiers receive sufficient context, minimizing delays and recurring incidents." This empowers first-line support, unlike option A (validation is reactive), option C (restricts ticket use), or option D (swarming is broader but less targeted). The guide notes: "Effective training enhances ticket quality and resolution efficiency." Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 4.1.3 - Service Desk Training and Ticket Management.

質問 #51

An organization is considering how a new service will be supported when it goes live. There are many teams that will contribute to the support of the service.

Which approach should the organization follow when creating a value stream to support the new service?

- A. Create one value stream for every lifecycle phase of support requests
- B. Create separate value streams for practices, people, tools and suppliers
- **C. Create one value stream for the entire set of support activities**
- D. Create one value stream for each support team

正解: C

解説:

Creating one value stream for the entire set of support activities ensures an end-to-end view of how the service will be supported, promoting integration across all contributing teams.

質問 #52

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

正解: D

解説:

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.

質問 # 53

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

正解: D

解説:

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.

質問 # 54

Which approach may help to improve incident resolution times by moving support activities from specialist teams to frontline teams or users?

- A. Shift-left
- B. Swarming
- C. Shortest item first
- D. Robotic process automation

正解: A

解説:

The approach that may help is shift-left (C). The ITIL 4 Specialist: Create, Deliver and Support documentation (Section 3.3.1) states: "The shift-left approach moves support activities to frontline teams or users through self-service or enhanced first-line capabilities, reducing resolution times by minimizing escalations to specialists." This directly addresses the scenario, unlike option A (prioritization method), option B (team collaboration), or option D (automation tool). The guide notes: "Shift-left enhances efficiency and user empowerment in incident management." Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 3.3.1 - Shift-Left Approach.

質問 # 55

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参考のためにいくつかの利点を提供しています。一方では、ITIL-4-Specialist-Create-Deliver-and-Support学習の質問により、作業スタッフが顧客の多様で進化する期待を理解し、その理解を戦略に取り入れることで、ITIL-4-Specialist-Create-Deliver-and-Support試験エンジンを100%信頼できます。一方、プロのITIL-4-Specialist-Create-Deliver-and-Support学習資料が高い合格率を決定します。調査統計によると、当社製品を使用した後の99%の候補者がITIL-4-Specialist-Create-Deliver-and-Support試験に合格したことを自信を持って伝えることができます。

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