

# Free PDF ITIL-4-Specialist-Create-Deliver-and-Support - ITIL 4 Specialist: Create, Deliver and Support Exam High Hit-Rate Study Tool



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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>• 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 2	<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 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>• 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.</li></ul>

Topic 5	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 6	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 7	<ul style="list-style-type: none"> <li>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.</li> </ul>

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## **Pass the ITIL ITIL-4-Specialist-Create-Deliver-and-Support Certification Exam with Flying Hues**

A lot of applicants have studied from ITIL ITIL-4-Specialist-Create-Deliver-and-Support practice material. They have rated it positively because they have cracked ITIL 4 Specialist: Create, Deliver and SupportExam (ITIL-4-Specialist-Create-Deliver-and-Support) certification on their first try. Prep4SureReview guarantees its customers that they can pass the ITIL 4 Specialist: Create, Deliver and SupportExam (ITIL-4-Specialist-Create-Deliver-and-Support) test on the first attempt.

### **ITIL 4 Specialist: Create, Deliver and SupportExam Sample Questions (Q42-Q47):**

#### **NEW QUESTION # 42**

An internal service provider of a charity foundation wants to ensure that all queries coming from users and customers are processed within the agreed time. Records show that the flow of incoming queries is uneven; the teams processing the queries may be overwhelmed one day and have idle capacity on another. What is the BEST way for the service provider to ensure timely processing of all queries?

- A. Increase capacity to process all queries without delays
- **B. Prioritize queues using a combination of criteria to maximize value and minimize risks**
- C. Limit the number of incoming queries so they could be processed on time
- D. Prioritize all incoming queries according to their economic value to maximize profit and minimize penalties

#### **Answer: B**

Explanation:

The best way is to prioritize queues using a combination of criteria to maximize value and minimize risks (B).

The ITIL 4 Specialist: Create, Deliver and Support study guide (Section 4.2.3) states: "Prioritization should balance impact, urgency, and value, ensuring efficient resource use and timely resolution, especially in uneven demand scenarios." This approach adapts to fluctuating query volumes, unlike option A which focuses on profit (less relevant for a charity), option C which is costly and may not address root causes, or option D which restricts access. The guide notes: "Dynamic prioritization enhances service desk resilience under variable workloads." Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 4.2.3 - Prioritization in Service Desk Operations.

#### **NEW QUESTION # 43**

A technology firm has implemented a new ticketing system for managing customer support requests. However, the firm is facing challenges in effectively prioritizing and managing these tickets due to varying levels of urgency and complexity. Some high-priority issues are being delayed, while less critical requests are being addressed too soon, leading to customer dissatisfaction and inefficiencies in the workflow. How should the firm improve this situation?

- A. Prioritize tickets based on the order of receipt

- B. Develop a dynamic prioritization model that assesses the impact and urgency of each ticket
- C. Limit ticket submissions to reduce the workload on support staff
- D. Stop recording requests during exceptionally busy times

**Answer: B**

Explanation:

The firm should develop a dynamic prioritization model that assesses the impact and urgency of each ticket (B). The ITIL 4 Specialist: Create, Deliver and Support documentation (Section 4.2.1) recommends prioritizing based on business impact and urgency to optimize support workflows and enhance customer satisfaction. Option A is static and ineffective; option C disrupts service; and option D restricts access, worsening dissatisfaction.

Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 4.2.1 - Prioritization in Support Workflows.

**NEW QUESTION # 44**

An organization wants to encourage its employees to suggest improvements to its practices. However, employees are reluctant to suggest improvements because their suggestions have been ignored in the past. The employees do not trust their managers to be open and transparent.

Which concept should be applied to overcome this challenge?

- A. Shift-left
- B. Working with a customer-oriented mindset
- C. Workforce planning and management
- D. A continual improvement culture

**Answer: D**

Explanation:

A continual improvement culture fosters an environment of openness, trust, and transparency, encouraging employees to suggest improvements and ensuring their ideas are valued and considered.

**NEW QUESTION # 45**

An organization has many team members who work independently and spend time on the work which interests them the most. Which recommendation is MOST applicable to this situation?

- A. Promote a culture of learning and development
- B. Hold regular meetings focusing on problem solutions
- C. Encourage informal teams across the organization
- D. Incorporate the organization's vision into the team culture

**Answer: D**

Explanation:

Incorporating the organization's vision into the team culture aligns individual efforts with organizational goals, ensuring that team members focus on work that contributes to overall success rather than personal interests.

**NEW QUESTION # 46**

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 # 47

You will need to pass the ITIL 4 Specialist: Create, Deliver and SupportExam (ITIL-4-Specialist-Create-Deliver-and-Support) exam to achieve the ITIL 4 Specialist: Create, Deliver and SupportExam (ITIL-4-Specialist-Create-Deliver-and-Support) certification. Due to extremely high competition, passing the ITIL ITIL-4-Specialist-Create-Deliver-and-Support exam is not easy; however, possible. You can use Prep4SureReview products to pass the ITIL-4-Specialist-Create-Deliver-and-Support Exam on the first attempt. The ITIL 4 Specialist: Create, Deliver and SupportExam (ITIL-4-Specialist-Create-Deliver-and-Support) practice exam gives you confidence and helps you understand the criteria of the testing authority and pass the ITIL ITIL-4-Specialist-Create-Deliver-and-Support exam on the first attempt.

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