

Exam ITIL-4-Specialist-Create-Deliver-and-Support Preparation - ITIL-4-Specialist-Create-Deliver-and-Support Pass Leader Dumps



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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"> • 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 2	<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 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"> • 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 5	<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 (Q55-Q60):

NEW QUESTION # 55

During a service design workshop, a development team come up with lots of different possible design solutions, and then analyze these to select one of them to proceed with.

What 'design thinking' activity is this an example of?

- A. Ideation
- B. Prototyping
- C. Inspiration and empathy
- D. Implementation

Answer: A

Explanation:

Ideation involves generating a wide range of ideas and then analyzing and selecting the best solution to move forward in the design thinking process.

NEW QUESTION # 56

Which concept is commonly applied to help organizations process and interpret unstructured text, with the aim to produce summaries or translations?

- A. Information models
- B. ITSM software
- C. Advanced analytics
- D. Artificial intelligence

Answer: D

Explanation:

Artificial intelligence is commonly applied to process and interpret unstructured text, enabling tasks such as generating summaries, translations, and extracting meaningful insights.

NEW QUESTION # 57

What is the goal of the 'shift-left' approach?

- A. Repositioning tasks to earlier stages in the process to boost workflow efficiency
- B. Automating repetitive processes using robots and AI
- C. Implementing Agile practices for continuous software development
- D. Integrating multiple suppliers in a value stream for effective service management

Answer: A

Explanation:

The goal of the 'shift-left' approach is repositioning tasks to earlier stages in the process to boost workflow efficiency (A). The ITIL 4 Specialist: Create, Deliver and Support guide (Section 3.3.1) explicitly defines shift-left as a strategy to move activities, such as support or testing, closer to the point of origin—often to users or frontline teams—to reduce delays, improve response times, and enhance overall service delivery.

This approach leverages automation and self-service tools to empower users, thereby streamlining workflows and reducing the burden on higher-tier support teams. Option B focuses on automation alone, which is a supporting mechanism but not the core goal; option C relates to Agile methodologies, which are distinct from shift-left; and option D pertains to supplier integration, which is unrelated to this concept. The emphasis on efficiency is further supported by examples like self-service password resets, where tasks are shifted to users, aligning with ITIL's focus on value co-creation.

Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 3.3.1 - Shift-Left Approach and Workflow Optimization.

NEW QUESTION # 58

Which statement about collaboration is CORRECT?

- A. Collaboration is most useful for standardized work
- B. Collaboration should be used instead of swarming or
- C. Collaboration focuses on the organization's goals
- D. Collaboration can be enforced by aligning metrics between teams

Answer: C

Explanation:

Collaboration is fundamentally about focusing on the organization's goals, ensuring that different teams and individuals work together toward shared outcomes.

NEW QUESTION # 59

Which is an example of a divisional organizational structure?

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

Answer: B

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 # 60

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