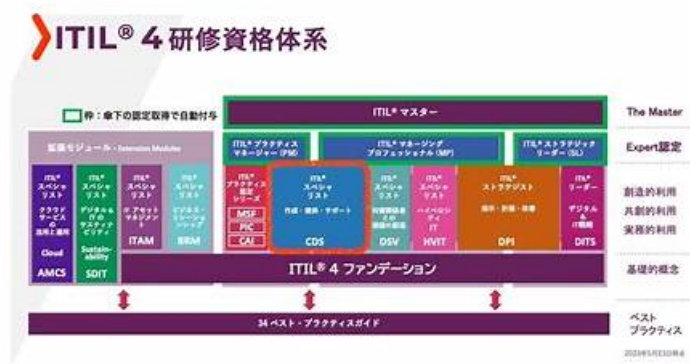


ハイパスレートのITIL-4-Specialist-Create-Deliver-and-Support関連資格知識一回合格-便利なITIL-4-Specialist-Create-Deliver-and-Support最新な問題集



さらに、Tech4Exam ITIL-4-Specialist-Create-Deliver-and-Supportダンプの一部が現在無料で提供されています：
<https://drive.google.com/open?id=1xRkGOAMv90Ec8nyXXu-sh75xoFjvE5gc>

市場で高い評価を得ている責任ある企業として、スタッフと従業員を厳格な信念を持って訓練し、ITIL-4-Specialist-Create-Deliver-and-Support学習教材に関する問題を24時間年中無休で支援しました。私たちとの購入活動を終えたとしても、ITIL-4-Specialist-Create-Deliver-and-Support試験問題に関する思いやりのあるサービスを提供しています。そして、ITIL-4-Specialist-Create-Deliver-and-Supportトレーニングガイドを随時更新します。ITIL-4-Specialist-Create-Deliver-and-Supportスタディガイドを更新したら、お客様に自動送信します。お支払い後1年間、ITIL-4-Specialist-Create-Deliver-and-Support学習準備の更新をお楽しみいただけます。

あなたは自分の役職で長年働いてきましたが、昇進していませんか？ それとも、新しい社内のコーナーと自分が顕著なようにするために熱望していますか？ ITIL-4-Specialist-Create-Deliver-and-Support試験の資料が役立ちます。当社ITILの製品で数日間勉強して練習した後、ITIL-4-Specialist-Create-Deliver-and-Support試験に簡単に合格します。神は自ら助ける者を助く。私たちの教材を選ぶと、あなたのそばに神が見つかるでしょう。あなたがしなければならない唯一のことは、あなたの選択をして、私たちのITIL-4-Specialist-Create-Deliver-and-Support試験問題を勉強することです。とても簡単ではないですか？ だから、今すぐITIL-4-Specialist-Create-Deliver-and-Support学習ITIL 4 Specialist: Create, Deliver and SupportExamガイドについてもっと知りましょう！

>> ITIL-4-Specialist-Create-Deliver-and-Support関連資格知識 <<

真実的なITIL-4-Specialist-Create-Deliver-and-Support関連資格知識試験-試験の準備方法-100%合格率のITIL-4-Specialist-Create-Deliver-and-Support最新な問題集

我々はITILのITIL-4-Specialist-Create-Deliver-and-Support試験に準備するお客様により良いITIL-4-Specialist-Create-Deliver-and-Support問題集、より良いサービスを提供できて喜んでいます。あなたのITIL-4-Specialist-Create-Deliver-and-Support問題集を入手した後、我々はITIL-4-Specialist-Create-Deliver-and-Support真題の一年間の無料更新を提供します。我々の専門家たちはタイムリーに問題集を更新しています。この一年間で、もし更新したら、更新したITIL-4-Specialist-Create-Deliver-and-Support問題集は自動的にあなたのメールアドレスに送付します。あなたの満足度は、我々の行きているパワーです。

ITIL ITIL-4-Specialist-Create-Deliver-and-Support 認定試験の出題範囲:

トピック	出題範囲

トピック 1	<ul style="list-style-type: none"> • 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.
トピック 2	<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.
トピック 3	<ul style="list-style-type: none"> • 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.
トピック 4	<ul style="list-style-type: none"> • 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.

ITIL 4 Specialist: Create, Deliver and SupportExam 認定 ITIL-4-Specialist-Create-Deliver-and-Support 試験問題 (Q61-Q66):

質問 # 61

A service provider is redesigning its service management system using value stream management and mapping. The service management team is reviewing the role of practices in various value streams. There is an argument about the role of deployment management as software development and service management teams see its role differently. What is the BEST approach to define the role of deployment management practice in value streams?

- A. Deployment management plays an important role in any value stream requiring transition of service components to production environment
- B. Deployment management plays an important role in creation of new and changed services; it does not contribute to other value streams
- C. Deployment management plays an important role only in creation of new services developed within the organization
- D. Deployment management does not play any role in the incident resolution value stream

正解: A

解説:

The best approach is that deployment management plays an important role in any value stream requiring transition of service components to the production environment (C). According to the ITIL 4 Specialist:

Create, Deliver and Support guide (Section 3.2.2), deployment management ensures smooth transitions across value streams, including creation, delivery, and support, not just new service creation. Options A and B are too restrictive, and option D is incorrect as deployment can support incident resolution indirectly.

Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 3.2.2 - Deployment Management in Value Streams.

質問 # 62

An organization experiences delays when creating and changing products and services. This is largely because software developers store code in their individual repositories.

- A. Continuous delivery
- B. Continuous deployment
- C. Continual improvement
- D. Continuous integration

正解: D

解説:

Continuous integration (CI) is a practice that involves frequently integrating code changes into a shared repository, allowing teams to detect and resolve issues early. In the context of the scenario, where delays occur due to developers using individual repositories, CI

would help by enabling regular integration of code, reducing conflicts, and streamlining the development process. This aligns with the ITIL 4 Specialist: Create, Deliver and Support guidance on optimizing value streams through effective planning and building practices.

The official ITIL 4 CDS study guide (Section 2.2.1) emphasizes that CI reduces delays by automating integration and testing, which is critical when managing service creation and changes. Other options like continuous delivery (B) and continuous deployment (C) are subsequent steps that build on CI, while continual improvement (D) is a broader practice not specifically addressing the repository issue.

Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 2.2.1 - Value Stream Optimization.

質問 # 63

A manager is working with a diverse team from various cultural backgrounds. What should the manager prioritize to enhance team effectiveness and manage cultural differences effectively?

- A. Ensure that corporate culture fits into the cultural context of the teams
- **B. Ensure that diverse team cultures are aligned with the company's values**
- C. Encourage cultural diversity without boundaries or constraints
- D. Define and promote a uniform corporate culture across all teams

正解: B

解説:

The manager should prioritize ensuring that diverse team cultures are aligned with the company's values (B).

This approach fosters inclusivity while maintaining a cohesive framework that supports service delivery goals. The ITIL 4 Specialist: Create, Deliver and Support documentation (Section 4.3.2) highlights that effective team management involves aligning diverse cultural perspectives with organizational values to enhance collaboration and service quality. Option A imposes a uniform culture, which may suppress diversity; option C lacks structure, risking inefficiency; and option D adjusts the corporate culture excessively, potentially diluting its integrity.

Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 4.3.2 - Team Management and Cultural Alignment.

質問 # 64

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

正解: A

解説:

The firm should develop a dynamic prioritization model that assesses the impact and urgency of each ticket (A). 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 B 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.

質問 # 65

Which is an example of using a 'shift-left' approach to optimize password resets?

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

正解: D

解説:

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.

質問 # 66

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今多くのIT技術会社は職員がITILのITIL-4-Specialist-Create-Deliver-and-Support資格認定を持つのを要求します。ITILのITIL-4-Specialist-Create-Deliver-and-Support試験に合格するのは必要なことになります。速く試験に合格して資格認定を取得したいなら、我々Tech4ExamのITIL-4-Specialist-Create-Deliver-and-Support問題集を使ってみてください。弊社はあなたに相応しくて品質高いITIL-4-Specialist-Create-Deliver-and-Support問題集を提供します。また、あなたの持っている問題集は一年間の無料更新を得られています。あなたは十分の時間でITIL-4-Specialist-Create-Deliver-and-Support試験を準備することができます。

ITIL-4-Specialist-Create-Deliver-and-Support最新な問題集: <https://www.tech4exam.com/ITIL-4-Specialist-Create-Deliver-and-Support-pass-shiken.html>

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