

# ITIL-4-Specialist-Create-Deliver-and-Support Zertifikatsfragen - ITIL-4-Specialist-Create-Deliver-and-Support Zertifizierung



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Alle wünschen sich Erfolg. Die im IT-Bereich arbeitende Leute wissen sicherlich die Wichtigkeit der Zertifizierung der ITIL ITIL-4-Specialist-Create-Deliver-and-Support für die Karriere. Immer mehr Leute nehmen an der ITIL ITIL-4-Specialist-Create-Deliver-and-Support Prüfung teil. Wie kann man beim immer schweren Wettbewerb noch siegen? Den richtigen Hilfspartner auszuwählen ist am wichtigsten. Zertpruefung hat die ITIL ITIL-4-Specialist-Create-Deliver-and-Support Prüfung schon mehrere Jahre geforscht. Wir haben gute Kenntnisse in dieser Prüfung. Mit Hilfe der ITIL ITIL-4-Specialist-Create-Deliver-and-Support Prüfungssoftware von uns wird Ihr Sieg bei der Prüfung gesichert.

Zertpruefung ist eine Website, die Fragenkataloge zur ITIL-4-Specialist-Create-Deliver-and-Support -Zertifizierungsprüfung bietet. Seine Erfolgsquote beträgt 100%. Das ist der Grund dafür, warum viele Kandidaten Zertpruefung glauben. Zertpruefung kümmert sich immer um die Bedürfnisse der Kandidaten und versucht, ihre Bedürfnisse abzudecken. Mit Zertpruefung werden Sie sicher eine glänzende Zukunft haben.

>> ITIL-4-Specialist-Create-Deliver-and-Support Zertifikatsfragen <<

## ITIL-4-Specialist-Create-Deliver-and-Support Zertifizierung - ITIL-4-Specialist-Create-Deliver-and-Support Prüfungsunterlagen

Zertpruefung ist eine gute Website, die effiziente Ausbildung zur ITIL ITIL-4-Specialist-Create-Deliver-and-Support Zertifizierungsprüfung bietet. Und Zertpruefung verspricht, dass Sie die ITIL ITIL-4-Specialist-Create-Deliver-and-Support Zertifizierungsprüfung bestehen können. Sonst geben wir Ihnen eine volle Rückerstattung. Vorm Kauf unserer Produkte können Sie im Internet teilweise die Demo zur ITIL ITIL-4-Specialist-Create-Deliver-and-Support Zertifizierungsprüfung von Zertpruefung kostenlos herunterladen. Dann werden Sie mehr Vertrauen in unsere Produkte setzen. Sie können sich dann gut auf Ihre ITIL ITIL-4-Specialist-Create-Deliver-and-Support Zertifizierungsprüfung vorbereiten.

## ITIL ITIL-4-Specialist-Create-Deliver-and-Support Prüfungsplan:

Thema	Einzelheiten
Thema 1	<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>
Thema 2	<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>
Thema 3	<ul style="list-style-type: none"> <li>Customer and User Experience: This section of the exam measures the skills of Service Experience Managers and covers aligning service delivery with customer expectations. It focuses on delivering satisfying experiences by quickly and effectively addressing user needs and service issues.</li> </ul>
Thema 4	<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>
Thema 5	<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>
Thema 6	<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>
Thema 7	<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>
Thema 8	<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>

## ITIL 4 Specialist: Create, Deliver and Support Exam ITIL-4-Specialist-Create-Deliver-and-Support Prüfungsfragen mit Lösungen (Q27-Q32):

### 27. Frage

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

**Antwort: A**

Begründung:

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.

### 28. Frage

Which of the following involves consideration of the skills and availability of both internal and external resources?

- A. Build vs buy
- B. Triage prioritization
- C. Swarming
- D. Shift-left approach

**Antwort: A**

Begründung:

Build vs buy involves evaluating the skills and availability of both internal and external resources to decide whether to develop a solution in-house or acquire it from an external provider.

### 29. Frage

A service operations team monitors a critical service. They receive thousands of events every day, and operators are trained, so they know which events require a response. Sometimes they miss an important event, and this causes service level targets to be breached. What is the BEST approach to resolve this issue?

- A. Renegotiate service level targets
- B. Recruit and train additional operations staff
- C. Review and automate filtering of operations data
- D. Improve operations team training

**Antwort: C**

Begründung:

The best approach is to review and automate filtering of operations data (D). The ITIL 4 Specialist: Create, Deliver and Support guide (Section 4.2.4) states: "Automation of event filtering reduces human error by prioritizing critical events, ensuring operators focus on what matters and preventing breaches of service level targets." This leverages technology to address misses, unlike option A (costly staffing), option B (insufficient if overwhelmed), or option C (avoiding the root cause). The guide notes: "Effective event management relies on automated tools to enhance reliability." Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 4.2.4 - Event Management Automation.

### 30. Frage

Which concept focuses on understanding the different levels within systems and ensuring that multiple systems are aligned and unified when designing services?

- A. ICI/CD
- B. Integration and data sharing
- C. Customer orientation
- D. Robotic process automation

**Antwort: B**

Begründung:

Integration and data sharing focus on aligning and unifying multiple systems to ensure smooth, cohesive service design and delivery.

### 31. Frage

A user has logged an incident saying that transactions via the company website are very slow. The service desk team does not have the skills needed to investigate this. There are many different teams that this could be escalated to, including a web server team, an application team, an infrastructure team, and a performance management team.

Which is the BEST approach for the service desk to use for escalating this incident?

- A. Declare a major incident and start the major incident management procedure
- **B. Follow the predefined procedure for investigating web performance incidents**
- C. Escalate to the performance management team, who will then escalate to a different team if needed
- D. Use swarming to involve people from multiple different teams in the investigation

**Antwort: B**

Begründung:

Following a predefined procedure for investigating web performance incidents ensures a structured and efficient escalation, reducing delays and avoiding confusion about responsibility.

### 32. Frage

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