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The advent of our ITIL-4-Specialist-Create-Deliver-and-Support study guide with three versions has helped more than 98 percent of exam candidates get the certificate successfully. Rather than insulating from the requirements of the ITIL-4-Specialist-Create-Deliver-and-Support real exam, our ITIL-4-Specialist-Create-Deliver-and-Support practice materials closely co-related with it. And their degree of customer's satisfaction is escalating. Besides, many exam candidates are looking forward to the advent of new ITIL-4-Specialist-Create-Deliver-and-Support versions in the future.

## ITIL ITIL-4-Specialist-Create-Deliver-and-Support Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 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>
Topic 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>
Topic 4	<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 5	<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 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>
Topic 7	<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>

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

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

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

- A. Repositioning tasks to earlier stages in the process to boost workflow efficiency
- B. Implementing Agile practices for continuous software development
- C. Automating repetitive processes using robots and AI
- 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 # 43**

An organization uses value streams to help them deliver consistent services, and they use 'service integration and management' to manage many different suppliers.

How does 'service integration and management' work with the organization's value streams?

- A. 'Service integration and management' cannot be used in an organization that uses value streams
- B. 'Service integration and management' creates a separate value stream for each supplier
- C. 'Service integration and management' is independent of the organization's value streams
- D. 'Service integration and management' manages multiple suppliers in a single value stream

**Answer: D**

Explanation:

'Service integration and management' works by coordinating and managing multiple suppliers within a single value stream, ensuring that all suppliers contribute effectively to the delivery of consistent services aligned with the organization's value creation efforts.

**NEW QUESTION # 44**

An organization experiences a high level of variation in the demand for its development services. The organization has the capacity to fulfil the overall level of demand but wants to reduce the variation so that it does not have to prioritize work at peak times. Which action would BEST help the organization influence the demand for its services?

- A. Engaging with a supplier to outsource tasks
- B. Introducing continuous integration and deployment
- C. Increasing the number of test specialists
- D. Reducing the charges for less busy periods

**Answer: D**

Explanation:

Reducing the charges for less busy periods helps influence and smooth out demand, encouraging customers to request services during lower-demand times and reducing peaks.

**NEW QUESTION # 45**

A small food retail chain was created twenty years ago. At that time, stock management and point of sale (POS) software was developed and maintained by an internal IT team. Today the chain is using commercial software available off-the-shelf for stock management and POS. What is this situation an example of?

- A. Customer demand for personalized products
- B. Organization-specific requirements for service functionality
- C. Commoditization of service components
- D. Service components lacking mass-market adoption

**Answer: C**

Explanation:

This situation is an example of commoditization of service components (A). The ITIL 4 Specialist: Create, Deliver and Support study guide (Section 3.2.1) states: "Commoditization occurs when services or components, once custom-built, become standardized and available off-the-shelf, reducing the need for internal development." The shift from custom to commercial software reflects this trend, aligning with value stream efficiency. Option B applies to custom needs; option C relates to customer preferences; and option D contradicts the scenario. The guide adds: "Commoditization supports cost reduction and scalability." Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 3.2.1 - Commoditization of Services.

**NEW QUESTION # 46**

An organization is writing its test strategy in order to define the test levels and test types that are in scope for testing. In the past, the organization has experienced service disruptions after some releases of a particular application. These disruptions were happening because the application caused other applications to generate errors.

Which test level should the organization focus on to address this weakness?

- A. Unit
- B. Integration
- C. System
- D. Acceptance

**Answer: B**

Explanation:

Integration testing focuses on verifying how different applications and components work together, helping to identify and prevent errors that occur when the new application affects other systems.

## NEW QUESTION # 47

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