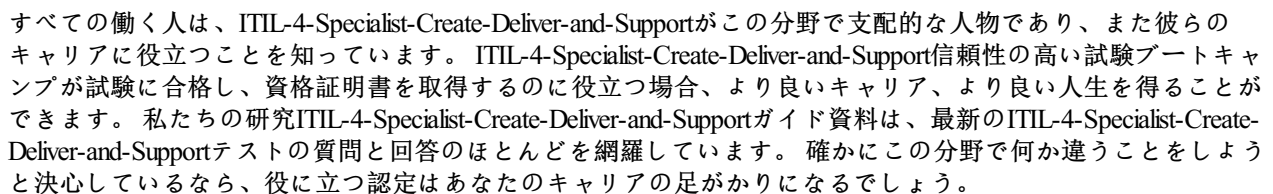


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トピック	出題範囲
トピック 1	サービスデリバリー: このセクションでは、IT運用マネージャーのスキルを評価し、ITサービスの効果的な提供に不可欠なコアプロセスと活動を網羅します。一貫性のある高品質なサービス出力を維持するために、サービスの移行と運用を管理することの重要性に重点が置かれています。
トピック 2	サービス設計と開発: このセクションでは、サービスデザイナーのスキルを評価し、顧客ニーズとビジネス目標の両方に沿ったサービスを設計・開発する方法を網羅します。サービス要件の特定と定義、サービスコンポーネントの設計、開発ライフサイクル全体にわたるサービス品質の確保などが含まれます。
トピック 3	文化とコラボレーション: このセクションでは、チームリーダーのスキルを評価し、組織内でサービス重視の文化を育む方法を網羅します。チームや部門間のコラボレーションを重視し、コミュニケーションを強化し、サービススペースのプロジェクトの成功を確実にします。 :
トピック 4	サービスサポート: このセクションでは、テクニカルサポートスペシャリストのスキルを評価し、ITサービスの管理と維持に必要なサポート機能を網羅します。問題解決、インシデント管理、そして長期にわたるサービス信頼性の維持のための実践的なスキルも含まれます。

試験の準備方法-有難い ITIL-4-Specialist-Create-Deliver-and-Support無料
ダウンロード試験-便利な ITIL-4-Specialist-Create-Deliver-and-Support試

験攻略

ITIL-4-Specialist-Create-Deliver-and-Support認定はこの分野で大きな効果があり、将来的にもあなたのキャリアに影響を与える可能性があります。ITIL-4-Specialist-Create-Deliver-and-Support実際の質問ファイルはプロフェッショナルで高い合格率であるため、ユーザーは最初の試行で試験に合格できます。高品質と合格率により、私たちは有名になり、より速く成長しています。多くの受験者は、ITIL-4-Specialist-Create-Deliver-and-Support学習ガイド資料が資格試験に最適なアシスタントであり、学習するために他のトレーニングコースや書籍を購入する必要がなく、試験の前にITIL-4-Specialist-Create-Deliver-and-Support ITIL 4 Managing Professional試験ブレンディングを実践する、彼らは簡単に短時間で試験に合格することができます。

ITIL 4 Specialist: Create, Deliver and SupportExam 認定 ITIL-4-Specialist-Create-Deliver-and-Support 試験問題 (Q37-Q42):

質問 #37

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

Which approach would help to resolve this situation?

- **A. Continuous integration**
- B. Change enablement
- C. Continuous deployment
- D. Continuous delivery

正解: A

解説:

Continuous integration resolves delays by ensuring that developers frequently merge their code into a shared repository, enabling earlier detection of issues and smoother collaboration.

質問 #38

A service desk uses triage to ensure they work on the most urgent tasks first. This sometimes causes user satisfaction issues, because low priority requests can wait a long time before anyone starts to work on them.

What is the BEST way to manage this issue?

- A. Train users so that they know their requests might be delayed if there are many higher priority tasks in the backlog
- **B. Increase the priority of requests that have been waiting a long time and are at risk of breaching agreed service levels**
- C. Use first-in first-out prioritization instead of triage, to ensure that tasks are worked on in the order that they are requested
- D. Recruit more service desk staff so that they are able to work on low priority requests even when there are many higher priority tasks

正解: B

解説:

Increasing the priority of requests that have been waiting too long helps prevent service level breaches and improves user satisfaction without undermining the triage approach for urgent tasks.

質問 #39

A service provider involves suppliers to resolve incidents related to third-party software. Resolution of such incidents typically takes longer because of the time required to contact a supplier and other delays. The service provider needs to involve the supplier every time a similar incident occurs again. The incident manager wants to reduce the costs and improve the timeliness of incident resolution. What is the BEST way for the incident manager to achieve this?

- A. Ensure that solutions provided by the supplier are tested
- B. Avoid transferring incidents to an external supplier as long as possible
- **C. Ensure that solutions provided by suppliers are captured and shared in the support team**
- D. Ensure that errors in the software that caused incidents are fixed

正解: C

解説:

The best way is to ensure that solutions provided by suppliers are captured and shared within the support team (B). The ITIL 4 Specialist: Create, Deliver and Support guide (Section 4.3.4) recommends knowledge management as a key practice to reduce reliance on external suppliers by documenting and disseminating resolutions, thereby decreasing response times and costs for recurring incidents. This approach builds internal capability, minimizing delays from supplier coordination. Option A delays resolution; option C depends on supplier action beyond the manager's control; and option D, while beneficial, is a validation step that doesn't address knowledge retention. The guide underscores the importance of a knowledge base in incident management. Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 4.3.4 - Knowledge Management in Incident Resolution.

質問 # 40

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. Service components lacking mass-market adoption
- **D. Commoditization of service components**

正解: D

解説:

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.

質問 # 41

An international e-commerce company is planning to launch a new mobile shopping application. During the initial design, the project team has encountered challenges in ensuring the app aligns with regional customer preferences, while maintaining a consistent user experience. The team also needs to address scalability and security concerns. What approach should the company take to improve this situation?

- A. Implement a global standard design
- B. Establish a team of expert developers to revise the initial design
- **C. Adopt a design thinking approach based on customer and user feedback**
- D. Focus on app performance and security features

正解: C

解説:

The company should adopt a design thinking approach based on customer and user feedback (C). This method, as outlined in the ITIL 4 Specialist: Create, Deliver and Support guide (Section 3.1.3), involves empathizing with users, defining problems, ideating solutions, prototyping, and testing, ensuring the app meets regional preferences while maintaining consistency. It also supports scalability and security by incorporating user needs into the design process. Option A focuses narrowly on technical aspects; option B ignores regional variations; and option D relies solely on expertise without a structured user-centric process. Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 3.1.3 - Design Thinking in Service Creation.

質問 # 42

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我々のソフトを利用してあなたは ITIL の ITIL-4-Specialist-Create-Deliver-and-Support 試験に合格する保障があります。

ITIL-4 Specialist-Create-Deliver-and-Support 試驗攻略: <https://jp.fast2test.com/ITIL-4-Specialist-Create-Deliver-and-Support-premium-file.html>

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