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ITIL 4 Specialist: Create, Deliver and Support Exam Sample Questions (Q38-Q43):

NEW QUESTION # 38
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. Use swarming to involve people from multiple different teams in the investigation
- 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. Declare a major incident and start the major incident management procedure

Answer: B

Explanation:
Following a predefined procedurefor investigating web performance incidents ensures astructured and efficient escalation, reducing delays and avoiding confusion about responsibility.

NEW QUESTION # 39
An organization has found that a significant amount of rework is required because tickets are escalated from the service desk team to higher tiers of support. This rework causes delays and results in recurring incidents as service desk agents rarely see how incidents are resolved. Which approach can be used to reduce this rework and its consequences?

- A. Limit the use of tickets to major and high-priority incidents
- B. Train agents to capture the information required by each support team
- C. Validate the data when tickets are being created by service desk agents
- D. Use swarming to improve collaboration and validate information

Answer: B

Explanation:
The approach to reduce rework is to train agents to capture the information required by each support team (B).
The ITIL 4 Specialist: Create, Deliver and Support documentation (Section 4.1.3) states: "Training service desk agents to collect comprehensive and accurate ticket data reduces escalation rework by ensuring higher tiers receive sufficient context, minimizing delays and recurring incidents." This empowers first-line support, unlike option A (validation is reactive), option C (restricts ticket use), or option D (swarming is broader but less targeted). The guide notes: "Effective training enhances ticket quality and resolution efficiency." Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 4.1.3 - Service Desk Training and Ticket Management.

NEW QUESTION # 40
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 errors in the software that caused incidents are fixed
- B. Ensure that solutions provided by the supplier are tested
- C. Ensure that solutions provided by suppliers are captured and shared in the support team
- D. Avoid transferring incidents to an external supplier as long as possible

Answer: C

Explanation:
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.

NEW QUESTION # 41
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. Change enablement
- B. Continuous integration
- C. Continuous deployment
- D. Continuous delivery

Answer: B

Explanation:
Continuous integrationresolves delays by ensuring that developers frequently merge their code into ashared repository, enabling earlier detection of issues and smoother collaboration.

NEW QUESTION # 42

An organization prioritizes its work on a 'last-in, first-out' basis.
Which work item should be actioned NEXT?

- A. An item logged yesterday at 11:00
- B. An item logged yesterday at 09:00
- C. An item logged today at 11:00
- D. An item logged today at 09:00

Answer: C

Explanation:
In alast-in, first-outapproach, themost recently loggedwork item is actioned next, which is the item logged today at 11:00.

NEW QUESTION # 43

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