

시험패스가능한 ITIL-4-Specialist-Create-Deliver-and-Support 최신업데이트버전덤프문제인증공부자료



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ITIL ITIL-4-Specialist-Create-Deliver-and-Support 시험요강:

주제	소개
주제 1	<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.
주제 2	<ul style="list-style-type: none"> 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.
주제 3	<ul style="list-style-type: none"> 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.
주제 4	<ul style="list-style-type: none"> 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.
주제 5	<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.
주제 6	<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.
주제 7	<ul style="list-style-type: none"> 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.

ITIL-4-Specialist-Create-Deliver-and-Support최신 업데이트버전 덤프문제 최신 시험 공부자료

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최신 ITIL 4 Managing Professional ITIL-4-Specialist-Create-Deliver-and-Support 무료샘플문제 (Q30-Q35):

질문 # 30

A healthcare organization is implementing data analytics to analyze patient data. Why is data analytics important in this context?

- A. To prioritize and resolve requests for patient data
- B. To understand the relationships between patient data and the healthcare's business services
- C. To highlight bottlenecks in the organization's workflows when collecting patient data
- D. To improve decision-making based on patient data analysis

정답: D

설명:

The importance of data analytics in this context is to improve decision-making based on patient data analysis (B). The ITIL 4 Specialist: Create, Deliver and Support guide (Section 3.2.4) states: "Data analytics enables organizations to derive actionable insights from data, enhancing decision-making processes by identifying trends, patterns, and opportunities for service improvement." In a healthcare setting, this means using patient data to optimize treatment plans, resource allocation, and service delivery, aligning with ITIL's focus on value creation. Option A is a narrow operational task; option C is a subset of analysis; and option D addresses workflow issues rather than the primary goal. The guide further notes that "effective use of analytics supports the continual improvement of services by informing strategic and operational decisions." Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 3.2.4 - Data Analytics in Service Management.

질문 # 31

An organization has received complaints from customers regarding incident resolution times. The organization is using value stream mapping to visualize the activities involved in restoring service following an outage. The team has designed an optimized flow that begins with the incident being generated by a monitoring tool and ends when service is restored. Leadership is concerned that this approach has failed to provide the insight needed to reduce delays. Which is the BEST action the team can take to address leadership's concern?

- A. Introduce additional sources of demand
- B. Automate repeatable work activities
- C. Compare the map to actual activities
- D. Determine where work is sitting in queues

정답: D

설명:

The best action is to determine where work is sitting in queues (A). The ITIL 4 Specialist: Create, Deliver and Support study guide (Section 2.3.1) explains that value stream mapping should identify bottlenecks, such as queues, to optimize flow and reduce delays. This addresses leadership's concern by providing actionable insights into delay causes. Option C is useful but less specific; option D automates after identifying issues; and option B would exacerbate delays. Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 2.3.1 - Value Stream Mapping and Bottleneck Analysis.

질문 # 32

An organization is planning to implement a new service management toolset for effective integration of management practices. Which feature of the service management toolset will be the MOST important in achieving this?

- A. High availability and security
- B. Advanced analytics
- C. Inventory and discovery of IT assets
- D. Flexible workflow automation

정답: D

설명:

The most important feature is flexible workflow automation (A). The ITIL 4 Specialist: Create, Deliver and Support guide (Section 2.4.1) states that automation enables seamless integration of practices by streamlining processes, which is crucial for building effective service value streams. Other features like inventory (B), analytics (C), and security (D) are supportive but secondary to integration.

Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 2.4.1 - Toolset Features for Integration.

질문 # 33

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

정답: A

설명:

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.

질문 # 34

During a service design workshop, a development team come up with lots of different possible design solutions, and then analyze these to select one of them to proceed with.

What 'design thinking' activity is this an example of?

- A. Implementation
- B. Inspiration and empathy
- C. Prototyping
- D. Ideation

정답: D

설명:

Ideation involves generating a wide range of ideas and then analyzing and selecting the best solution to move forward in the design thinking process.

질문 # 35

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