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ITIL 4 Specialist: Create, Deliver and Support Exam Sample Questions (Q64-Q69):

NEW QUESTION # 64

An organization has many team members who work independently and spend time on the work which interests them the most. Which recommendation is MOST applicable to this situation?

- A. Hold regular meetings focusing on problem solutions
- B. Promote a culture of learning and development
- C. Incorporate the organization's vision into the team culture
- D. Encourage informal teams across the organization

Answer: C

Explanation:

Incorporating the organization's vision into the team culture aligns individual efforts with organizational goals, ensuring that team members focus on work that contributes to overall success rather than personal interests.

NEW QUESTION # 65

A service desk team acts as a single point of contact for its users. Service desk team members are the first-line support; however, if they are unable to resolve the incidents, they are escalated to second-line support. This tiered support structure has resulted in large queues of unresolved tickets. Which concept or approach would help the organization resolve this situation?

- A. **Swarming**
- B. Outsourcing
- C. Results-based measurement
- D. Advanced analytics

Answer: A

Explanation:

The concept of swarming would help resolve this situation (D). The ITIL 4 Specialist: Create, Deliver and Support documentation (Section 4.3.5) defines swarming as: "A collaborative approach where multiple team members, including first- and second-line support, work together on an incident simultaneously to resolve it quickly, reducing queue buildup." This contrasts with the tiered structure's escalation delays. Option A focuses on metrics; option B aids analysis; and option C shifts work externally, none addressing queue reduction directly. The guide notes: "Swarming enhances resolution times by leveraging collective expertise." Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 4.3.5 - Swarming in Incident Management.

NEW QUESTION # 66

A service desk manager is creating a job profile for a service desk team lead. The following requirements have been identified:

Ability to use company processes and tools

Leadership skills

Knowledge of service desk objectives

What Is the MOST important additional requirement for the job profile?

- A. Knowledge of how to log incidents and service requests
- B. Experience of financial management
- C. Technical knowledge of the supported products
- D. **Commitment to continual improvement**

Answer: D

Explanation:

A commitment to continual improvement is crucial for a service desk team lead to drive team performance, enhance service quality, and align with the organization's goals for ongoing development.

NEW QUESTION # 67

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

Answer: C

Explanation:

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.

NEW QUESTION # 68

Which concept is commonly applied to help organizations process and interpret unstructured text, with the aim to produce summaries or translations?

- A. ITSM software
- B. Information models
- **C. Artificial intelligence**
- D. Advanced analytics

Answer: C

Explanation:

Artificial intelligence is commonly applied to process and interpret unstructured text, enabling tasks such as generating summaries, translations, and extracting meaningful insights.

NEW QUESTION # 69

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