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

Topic	Details
Topic 1	<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.
Topic 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.
Topic 3	<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.
Topic 4	<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.
Topic 5	<ul style="list-style-type: none">Culture and Collaboration: This section of the exam measures the skills of Team Leaders and covers fostering a service-focused culture within organizations. It emphasizes collaboration across teams and departments to enhance communication and ensure the success of service-based projects.

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ITIL 4 Specialist: Create, Deliver and Support Exam Sample Questions (Q65-Q70):

NEW QUESTION # 65

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. Acceptance
- D. System

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 # 66

Which of the following involves consideration of the skills and availability of both internal and external resources?

- A. Triage prioritization
- B. Build vs buy
- C. Swarming
- D. Shift-left approach

Answer: B

Explanation:

Build vs buy involves evaluating the skills and availability of both internal and external resources to decide whether to develop a solution in-house or acquire it from an external provider.

NEW QUESTION # 67

During a service design workshop, a development team aims to tailor their solutions to the needs and circumstances of the target users. What is the BEST approach for the team to achieve this?

- A. Interview customers about their preferences
- B. Create realistic user personas based on the gathered user data
- C. Involve many users from every target group in all steps of the design
- D. Use the latest technology capabilities to improve the look and feel of the designed solution

Answer: B

Explanation:

The best approach is to create realistic user personas based on the gathered user data (B). The ITIL 4 Specialist: Create, Deliver

and Support documentation (Section 3.1.3) states: "User personas, developed from data-driven insights, provide a focused representation of target users, enabling tailored design that aligns with their needs and circumstances." This method ensures practicality without overwhelming the process, unlike option A's broad involvement. Option C is a data-gathering step; option D prioritizes technology over user needs. The guide notes: "Personas enhance service design by guiding decisions throughout the value stream." Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 3.1.3 - User Personas in Service Design.

NEW QUESTION # 68

Which is an example of using a 'shift-left' approach to optimize password resets?

- A. Encourage users to remember or safely record their passwords to reduce the number of password resets
- B. Train service desk agents to categorize password resets as service requests
- C. Automatically assign a high priority to password reset requests to resolve them faster
- D. **Allow users to reset their own passwords using an automated tool**

Answer: D

Explanation:

Allowing users to reset their own passwords using an automated tool moves support closer to the user, which is a direct application of the shift-left approach, improving speed and efficiency.

NEW QUESTION # 69

When verifying that an incident has been resolved, which is an example of value as perceived by a user?

- A. An incident resolved within the target SLA time, enabling efficient use of service desk resources
- B. An accurate and complete incident record, enabling subsequent trend analysis of incidents
- C. A better understanding of a complex networking scenario, enabling the creation of a new knowledge article
- D. **A swift restoration of a point of sale system, enabling customers to be served with minimal disruption**

Answer: D

Explanation:

From the user's perspective, swift restoration of critical services like a point of sale system provides immediate value by minimizing disruption and allowing normal operations to continue.

NEW QUESTION # 70

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