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ITIL 4 Specialist: Create, Deliver and SupportExam Sample Questions (Q52-

Q57):

NEW QUESTION # 52

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

- A. Automatically assign a high priority to password reset requests to resolve them faster
- B. Train service desk agents to categorize password resets as service requests
- C. Encourage users to remember or safely record their passwords to reduce the number of password resets
- 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 # 53

A sales enablement service is being modified to improve the data that is presented to sales staff. This will be delivered as a series of incremental improvements.

Which are the TWO BEST ways to measure these changes?

1. Measure individual changes by the output that they create
2. Measure the overall success of multiple changes by the output that is created
3. Measure individual changes by the outcome that they create
4. Measure the overall success of multiple changes by the outcome that is created

- A. 1 and 2
- B. 1 and 4
- C. 2 and 3
- D. **3 and 4**

Answer: D

Explanation:

Individual changes should be measured by the outcome they create to ensure they deliver real value, and the overall success of multiple changes should also be measured by the outcome to confirm that the cumulative improvements meet business objectives.

NEW QUESTION # 54

A service provider is struggling to meet the incident resolution objectives for some incidents. Reports generated by the service management tools show that the resolution time is often longer than agreed in three types of situation: incident resolution requires a change to be implemented, incident resolution involves the internal software development team, incident resolution involves an external supplier. What should the service provider do to improve the situation?

- A. Review the incident resolution targets
- B. Review the incident management practice
- C. Review the change enablement practice
- D. **Review the incident resolution value stream**

Answer: D

Explanation:

The service provider should review the incident resolution value stream (D). The ITIL 4 Specialist: Create, Deliver and Support guide (Section 4.3.3) recommends analyzing the end-to-end value stream to identify delays across multiple teams and processes, including changes and supplier involvement. Options A, B, and C address specific elements but lack the holistic view needed.

Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 4.3.3 - Incident Resolution Value Stream Analysis.

NEW QUESTION # 55

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

Answer: C

Explanation:

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.

NEW QUESTION # 56

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

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

Answer: A

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 # 57

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