

Valid Exam ITIL ITIL-4-Specialist-Create-Deliver-and-Support Practice - ITIL-4-Specialist-Create-Deliver-and-Support Pass Rate



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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"> 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.
Topic 2	<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.
Topic 3	<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.
Topic 4	<ul style="list-style-type: none"> Service Automation and Technology: This section of the exam measures the skills of Automation Engineers and covers the integration of automation and technology in the development, delivery, and support of IT services. It includes understanding how tools and platforms streamline operations and increase efficiency.
Topic 5	<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 6	<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.
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With the rapid development of the world economy, it has been universally accepted that a growing number of people have longed to become the social elite. However, the competition of becoming the social elite is fierce for all people. The ITIL-4-Specialist-Create-Deliver-and-Support exam will be a shortcut for a lot of people who desire to be the social elite. If you try your best to prepare for the ITIL-4-Specialist-Create-Deliver-and-Support Exam and get the related certification in a short time, it will be easier for you to receive the attention from many leaders of the big company.

ITIL 4 Specialist: Create, Deliver and Support Exam Sample Questions (Q42-Q47):

NEW QUESTION # 42

Which is an example of a divisional organizational structure?

- A. An organization which does not have a layered management structure
- **B. An organization which has a different business unit for each of its products**
- C. An organization which has arranged its teams in a hierarchical authority structure
- D. An organization which uses a grid of reporting relationships

Answer: B

Explanation:

An organization with a different business unit for each of its products is an example of a divisional organizational structure, where divisions are typically based on products, services, or markets.

NEW QUESTION # 43

What approach can ensure testing happens earlier in the development lifecycle?

- A. Robotic process automation
- B. Managing work as tickets
- C. Service integration and management
- **D. Shift-left**

Answer: D

Explanation:

Shift-left moves testing activities earlier in the development lifecycle, helping to detect and fix defects sooner, improving quality and reducing rework.

NEW QUESTION # 44

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. Declare a major incident and start the major incident management procedure
- **B. Use swarming to involve people from multiple different teams in the investigation**

- C. Escalate to the performance management team, who will then escalate to a different team if needed
- **D. Follow the predefined procedure for investigating web performance incidents**

Answer: D

Explanation:

Following a predefined procedure for investigating web performance incidents ensures a structured and efficient escalation, reducing delays and avoiding confusion about responsibility.

NEW QUESTION # 45

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

Answer: B

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 # 46

An internal service provider of a large retail organization is working on a major update of the self-checkout terminals used in the supermarkets. The update includes new hardware, software, and integration with a new card payment system. How should the service provider ensure that the update is sufficiently tested?

- A. Limit testing to the pre-agreed technical criteria and use a dedicated team of testers
- B. Delegate to the vendor testing of the terminals and the card payment system
- **C. Include user experience and perception in the scope of testing and involve multiple teams**
- D. Focus testing solely on user experience and delegate it to operational teams

Answer: C

Explanation:

The service provider should include user experience and perception in the scope of testing and involve multiple teams (B). The ITIL 4 Specialist: Create, Deliver and Support guide (Section 3.2.3) stresses comprehensive testing that covers technical functionality, user satisfaction, and integration, requiring collaboration across development, operations, and user groups to ensure the update meets diverse needs.

Option A shifts responsibility without oversight; option C is too narrow; and option D overlooks technical aspects. The guide highlights multi-team involvement for robust service delivery.

Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 3.2.3 - Testing Practices in Service Updates.

NEW QUESTION # 47

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