

# Valid ITIL-4-Specialist-Create-Deliver-and-Support Exam Camp Pdf, ITIL-4-Specialist-Create-Deliver-and-Support Valid Practice Materials



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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"><li>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.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 3	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 4	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 5	<ul style="list-style-type: none"><li>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.</li></ul>

Topic 6	<ul style="list-style-type: none"> <li>• <b>Service Automation and Technology:</b> 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.</li> </ul>
Topic 7	<ul style="list-style-type: none"> <li>• <b>Culture and Collaboration:</b> 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.  :</li> </ul>

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## ITIL 4 Specialist: Create, Deliver and SupportExam Sample Questions (Q69-Q74):

### NEW QUESTION # 69

A cross-functional team is designing a value stream to support the development of a new financial service. Some members of the team are suggesting that multiple value streams are needed. Which factor would MOST LIKELY influence the need for multiple value streams?

- A. The methods used to manage the development work
- B. Whether the service is being created for internal or external customers
- C. The number of suppliers that will be used to source service components
- D. The number of practices required to support the service

**Answer: A**

Explanation:

The methods used to manage the development work (such as Agile, DevOps, or Waterfall) can significantly influence whether multiple value streams are needed to efficiently handle different types of workflows within the same service development.

### NEW QUESTION # 70

An organization has experienced difficulties in providing user support at expected levels. The organization has asked one of its relationship managers and a business analyst to gather information about the types of issues which users and customers are experiencing. The organization would also like to understand the operational issues that support teams are experiencing. Which practice is most likely to provide this information?

- A. Monitoring and event management
- B. Service desk
- C. Release management
- D. Problem management

**Answer: B**

Explanation:

The service desk practice is the primary point of contact for users and customers, making it the best source for gathering information about both user issues and operational challenges faced by support teams.

### NEW QUESTION # 71

What should an organization consider when deciding to retain or outsource specific IT services?

- A. Transfer of responsibility for highly tailored services
- **B. Cultural barriers and associated risks**
- C. Immediate staff reduction
- D. Short-term cost optimization

**Answer: B**

Explanation:

The organization should consider cultural barriers and associated risks (B). The ITIL 4 Specialist: Create, Deliver and Support documentation (Section 3.1.5) states: "Decisions to retain or outsource must account for cultural alignment, potential resistance, and risks such as knowledge loss or service disruption, which impact the service value system." This ensures long-term success, unlike option A (short-sighted), option C (disruptive), or option D (risky for tailored services). The guide adds: "A thorough risk assessment, including cultural factors, is critical for effective outsourcing strategies." Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 3.1.5 - Outsourcing and Retention Decisions.

### NEW QUESTION # 72

An organization prioritizes its work on a 'last-in, first-out' basis. Which work item should be actioned NEXT?

- A. An item logged today at 09:00
- B. An item logged yesterday at 09:00
- **C. An item logged today at 11:00**
- D. An item logged yesterday at 11:00

**Answer: C**

Explanation:

In a last-in, first-out approach, the most recently logged work item is actioned next, which is the item logged today at 11:00.

### NEW QUESTION # 73

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

**Answer: B**

Explanation:

Swarming involves bringing together specialists from different areas to collaborate immediately on incidents without rigid escalation tiers, helping to reduce queues and speed up resolution.

### NEW QUESTION # 74

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