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

Topic	Details
Topic 1	• 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.| :
Topic 2	• 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 3	• 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 4	• 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 5	• 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.

ITIL 4 Specialist: Create, Deliver and SupportExam Sample Questions (Q50-Q55):

NEW QUESTION # 50

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. Escalate to the performance management team, who will then escalate to a different team if needed
- B. Declare a major incident and start the major incident management procedure
- C. Use swarming to involve people from multiple different teams in the investigation
- D. Follow the predefined procedure for investigating web performance incidents

Answer: D

Explanation:
Following a predefined procedurefor investigating web performance incidents ensures astructured and efficient escalation, reducing delays and avoiding confusion about responsibility.

NEW QUESTION # 51

An organization has found that a significant amount of rework is required because tickets are escalated from the service desk team to higher tiers of support. This rework causes delays and results in recurring incidents as service desk agents rarely see how incidents are resolved. Which approach can be used to reduce this rework and its consequences?

- A. Limit the use of tickets to major and high-priority incidents
- B. Train agents to capture the information required by each support team
- C. Use swarming to improve collaboration and validate information
- D. Validate the data when tickets are being created by service desk agents

Answer: B

Explanation:
The approach to reduce rework is to train agents to capture the information required by each support team (B).
The ITIL 4 Specialist: Create, Deliver and Support documentation (Section 4.1.3) states: "Training service desk agents to collect comprehensive and accurate ticket data reduces escalation rework by ensuring higher tiers receive sufficient context, minimizing delays and recurring incidents." This empowers first-line support, unlike option A (validation is reactive), option C (restricts ticket use), or option D (swarming is broader but less targeted). The guide notes: "Effective training enhances ticket quality and resolution efficiency." Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 4.1.3 - Service Desk Training and Ticket Management.

NEW QUESTION # 52

How should roles and competencies be managed to adapt to rapid technological changes and market demands?

- A. By making it easier for employees to focus on one role
- B. By continually adapting roles to evolving organizational requirements
- C. By creating career paths dedicated to single technologies
- D. By focusing on increasing employees' technical experience

Answer: B

Explanation:
Roles and competencies should be managed by continually adapting them to evolving organizational requirements (C). The ITIL 4 Specialist: Create, Deliver and Support study guide (Section 3.3.2) advocates for flexible role definitions to respond to technological and market shifts, ensuring the service value system remains effective. This approach supports skill development and role evolution, unlike option A (rigid focus), option B (technology-specific paths), or option D (narrow technical emphasis). The guide emphasizes adaptability as a core competency.
Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 3.3.2 - Adapting Roles and Competencies.

NEW QUESTION # 53
An organization experiences delays when creating and changing products and services. This is largely because software developers store code in their individual repositories.
Which approach would help to resolve this situation?

- A. Continuous deployment
- B. Continuous delivery
- C. Continuous integration
- D. Change enablement

Answer: C

Explanation:
Continuous integration resolves delays by ensuring that developers frequently merge their code into a shared repository, enabling earlier detection of issues and smoother collaboration.

NEW QUESTION # 54
A technology organization is undergoing a strategic expansion, targeting emerging markets. The organization's current workforce has not had experience in dealing with the innovative products which are part of the new markets. What is the BEST strategic approach that the organization should adopt to resolve this situation?

- A. Restructure the organization to create specialized departments for emerging technologies
- B. Invest in targeted training programmes for existing staff in relevant emerging technologies
- C. Outsource the development of new technology segments to specialized vendors
- D. Increase the total number of employees focusing on new hires with expertise in emerging technologies

Answer: B

Explanation:
The best strategic approach is to invest in targeted training programmes for existing staff in relevant emerging technologies (B). The ITIL 4 Specialist: Create, Deliver and Support documentation (Section 3.3.2) states:
"Investing in training leverages existing staff knowledge, aligns competencies with new market needs, and ensures cultural continuity, which is critical during expansion." This is cost-effective and builds internal capability, unlike option A (expensive hiring), option C (relinquishes control), or option D (disruptive restructuring). The guide notes: "Skill development supports the service value system's adaptability." Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 3.3.2 - Competency Development.

NEW QUESTION # 55
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