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Peoplecert ITIL 4 Specialist: Create, Deliver and Support Sample Questions (Q27-Q32):

NEW QUESTION # 27

Which approach may help to improve incident resolution times by moving support activities from specialist teams to frontline teams or users?

- A. Robotic process automation
- B. Swarming
- C. Shift-left
- D. Shortest item first

Answer: C

NEW QUESTION # 28

A service operations team monitors a critical service. They receive thousands of events every day and operators are trained, so they know which events require a response. Sometimes they miss an important event and this causes service level targets to be breached. What is the BEST approach to resolve this issue?

- A. Improve filtering of operations data
- B. Recruit additional operations staff
- C. Renegotiate service level targets
- D. Improve operations team training

Answer: A

NEW QUESTION # 29

An organization is considering how a new service will be supported when it goes live. There are many teams that will contribute to the support of the service. Which approach should the organization follow when creating a value stream to support the new service?

- A. Create one value stream for each support team
- B. Create separate value streams for practices, people, tools and suppliers
- C. Create one value stream for every lifecycle phase of support requests
- D. Create one value stream for the entire set of support activities

Answer: D

NEW QUESTION # 30

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 creating career paths dedicated to single technologies
- C. By focusing on increasing employees' technical experience
- D. By continually adapting roles to evolving organizational requirements

Answer: D

NEW QUESTION # 31

At xyz organisation, five specialized departments Incident Management, Change Enablement, Release Management, Service Desk and Problem Management work with separate tools, processes and KPIs. Requests often stall at each handover, visibility is fragmented, and accountability is unclear. Leadership wants to reorganize around value streams to eliminate these barriers. Which

ONE organizational approach will best align with ITIL 4 recommendations and break down functional silos?

- A. Form cross-functional, product-focused teams responsible for all stages of the service lifecycle
- B. Strengthen hierarchical governance to enforce stringent SLAs between teams
- C. Minimize handover points by assigning end-to-end ownership to existing departments
- D. Centralize specialist skills into a single center of excellence to drive deep expertise

Answer: A

Explanation:

ITIL 4 emphasizes organizing around products or services rather than functions. Cross-functional, product-focused teams bring together all necessary roles-design, build, operate and improve- within a single unit. This reduces handoffs, fosters shared goals, improves visibility and accelerates value delivery.

NEW QUESTION # 32

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