

100% Pass Quiz ITIL - ITIL-4-Specialist-Create-Deliver-and-Support - ITIL 4 Specialist: Create, Deliver and Support Exam—Reliable Exam Format



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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">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 2 | <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. |
| 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">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 5 | <ul style="list-style-type: none">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 6 | <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 7 | <ul style="list-style-type: none"> • 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 8 | <ul style="list-style-type: none"> • 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. |

>> Exam ITIL-4-Specialist-Create-Deliver-and-Support Format <<

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ITIL 4 Specialist: Create, Deliver and Support Exam Sample Questions (Q35-Q40):

NEW QUESTION # 35

Which statement about 'service integration as a service' is CORRECT?

- A. The service integrator can be easily replaced by other vendors to leverage better pricing
- B. Multiple vendors provide the service integration and management function
- C. The service integrator does not deliver any services to the organization
- **D. The service integrator provides services and manages other vendors**

Answer: D

Explanation:

In service integration as a service, the service integrator both provides services and manages other vendors, ensuring seamless delivery across multiple suppliers.

NEW QUESTION # 36

A software development company wants to improve its service delivery by implementing a value stream for a new service creation. The company aims to balance speed and quality of service delivery. How should the company structure its value stream to meet this objective?

- A. Define and optimize an individual value stream for each team involved in service creation
- B. Use comprehensive complex simulations to test the workflow
- **C. Integrate feedback loops and escalation mechanisms in the workflow**
- D. Enable variance of quality and cost of services

Answer: C

Explanation:

The company should integrate feedback loops and escalation mechanisms in the workflow (B). The ITIL 4 Specialist: Create, Deliver and Support study guide (Section 2.2.2) explains that effective value stream design requires iterative feedback to ensure

quality while maintaining speed, and escalation mechanisms to address issues promptly. This approach allows for continuous improvement and adjustment during service creation, balancing the trade-off between rapid delivery and high standards. Option A creates silos, reducing coordination; option C compromises consistency; and option D, while useful, is a testing method rather than a structural solution. The guide stresses that feedback loops, such as user testing or peer reviews, are essential for optimizing value streams.

Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 2.2.2 - Feedback Loops in Value Stream Design.

NEW QUESTION # 37

Which statement about 'service integration as a service' is CORRECT?

- A. The service integrator can be easily replaced by other vendors to leverage better pricing
- B. Multiple vendors provide the service integration and management function
- C. The service integrator does not deliver any services to the organization
- **D. The service integrator provides services and manages other vendors**

Answer: D

Explanation:

In service integration as a service, the service integrator both provides services and manages other vendors, ensuring seamless delivery across multiple suppliers.

NEW QUESTION # 38

A healthcare organization is implementing data analytics to analyze patient data. Why is data analytics important in this context?

- A. To highlight bottlenecks in the organization's workflows when collecting patient data
- B. To prioritize and resolve requests for patient data
- **C. To improve decision-making based on patient data analysis**
- D. To understand the relationships between patient data and the healthcare's business services

Answer: C

Explanation:

The importance of data analytics in this context is to improve decision-making based on patient data analysis (C). The ITIL 4 Specialist: Create, Deliver and Support guide (Section 3.2.4) states: "Data analytics enables organizations to derive actionable insights from data, enhancing decision-making processes by identifying trends, patterns, and opportunities for service improvement." In a healthcare setting, this means using patient data to optimize treatment plans, resource allocation, and service delivery, aligning with ITIL's focus on value creation. Option A is a narrow operational task; option C is a subset of analysis; and option D addresses workflow issues rather than the primary goal. The guide further notes that "effective use of analytics supports the continual improvement of services by informing strategic and operational decisions." Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 3.2.4 - Data Analytics in Service Management.

NEW QUESTION # 39

An international e-commerce company is planning to launch a new mobile shopping application. During the initial design, the project team has encountered challenges in ensuring the app aligns with regional customer preferences, while maintaining a consistent user experience. The team also needs to address scalability and security concerns. What approach should the company take to improve this situation?

- A. Implement a global standard design
- B. Focus on app performance and security features
- C. Establish a team of expert developers to revise the initial design
- **D. Adopt a design thinking approach based on customer and user feedback**

Answer: D

Explanation:

The company should adopt a design thinking approach based on customer and user feedback (D). This method, as outlined in the ITIL 4 Specialist: Create, Deliver and Support guide (Section 3.1.3), involves empathizing with users, defining problems, ideating solutions, prototyping, and testing, ensuring the app meets regional preferences while maintaining consistency. It also supports

scalability and security by incorporating user needs into the design process. Option A focuses narrowly on technical aspects; option B ignores regional variations; and option D relies solely on expertise without a structured user-centric process.
Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 3.1.3 - Design Thinking in Service Creation.

NEW QUESTION # 40

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