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

Topic	Details
Topic 1	• 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 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	• 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 4	• 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 5	• 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 6	• 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.

ITIL 4 Specialist: Create, Deliver and Support Exam Sample Questions (Q62-Q67):

NEW QUESTION # 62
What approach can ensure testing happens earlier in the development lifecycle?

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

Answer: C

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 # 63
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 number of suppliers that will be used to source service components
- B. Whether the service is being created for internal or external customers
- C. The methods used to manage the development work
- D. The number of practices required to support the service

Answer: C

Explanation:
Themethods used to manage the development work(such as Agile, DevOps, or Waterfall) can significantly influence whethermultiple value streamsare needed to efficiently handle different types of workflows within the same service development.

NEW QUESTION # 64
Users have specific product-related questions and want to provide product feedback.
What is the best way to enable two-way communication between these users and the organization's product team?

- A. Event surveys
- B. Topic-based forums
- C. Self-service portals
- D. Social media

Answer: B

Explanation:
Topic-based forumsenable structuredtwo-way communicationbetween users and the product team, allowing users to ask questions and provide feedback directly.

NEW QUESTION # 65
In which circumstances should an organization buy, rather than build, software?

- A. The requirements of the organization are frequently changing because of rapid expansion
- B. The organization is part of a regulated industry and has a strong focus on internal policies
- C. The software is widely available and its features are standardized across most organizations
- D. The consumers of the software have many and varied customization requirements

Answer: C

Explanation:
An organization should buy software when it is widely available and its features are standardized across most organizations (A). The ITIL 4 Specialist: Create, Deliver and Support documentation (Section 3.2.1) states:
"Buying is preferable when software components are commoditized and meet common needs, offering cost efficiency and reduced development time compared to building custom solutions." This aligns with value stream optimization by leveraging market solutions. Option B suggests regulatory constraints favoring internal control; option C indicates a need for flexibility, better suited to building; and option D requires customization, favoring development. The guide adds: "Standardized software supports scalability and reduces maintenance overhead." Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 3.2.1 - Buy vs. Build Decisions.

NEW QUESTION # 66
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. Use swarming to involve people from multiple different teams in the investigation
- B. Escalate to the performance management team, who will then escalate to a different team if needed
- C. Declare a major incident and start the major incident management procedure
- 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 # 67
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