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

| Topic | Details |
|---|---|
| Topic 1 | • 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 2 | • 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. |
| | |

| 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 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 5 | • 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. |
| Topic 6 | • 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 7 | • 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 | • 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. |

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# ITIL 4 Specialist: Create, Deliver and SupportExam Sample Questions (Q43-Q48):

**NEW QUESTION # 43**
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. Validate the data, when tickets are being created by service desk agents
- C. Use swarming to improve collaboration and validate information
- D. Train agents to capture the information required by each support team

**Answer: C**

Explanation:
Using swarmingimprovescollaborationbetween service desk agents and support teams, allowing real-time knowledge sharing, better information validation, and reducing rework and delays.

**NEW QUESTION # 44**

A service desk uses triage to ensure they work on the most urgent tasks first. This sometimes causes user satisfaction issues, because low priority requests can wart a long time before anyone starts to work on them.
What is the BEST way to manage this issue?

- A. Train users so that they know their requests might be delayed if there are many higher priority tasks in the backlog
- B. Recruit more service desk staff so that they are able to work on low priority requests even when there are many higher priority tasks
- C. Use first-in first-out prioritization instead of triage, to ensure that tasks are worked on in the order that they are requested
- D. Increase the priority of requests that have been waiting a long time and are at risk of breaching agreed service levels

**Answer: D**

Explanation:
Increasing the priority of requeststhat have been waiting too long helpsprevent service level breachesand improves user satisfaction without undermining the triage approach for urgent tasks.

**NEW QUESTION # 45**
An organization is writing its test strategy in order to define the test levels and test types that are in scope for testing. In the past, the organization has experienced service disruptions after some releases of a particular application. These disruptions were happening because the application caused other applications to generate errors.
Which test level should the organization focus on to address this weakness?

- A. Acceptance
- B. System
- C. Unit
- D. Integration

**Answer: D**

Explanation:
Integration testingfocuses on verifying how different applications and components work together, helping to identify and prevent errors that occur when the new application affects other systems.

**NEW QUESTION # 46**
A managed service provider manages an organization's suppliers, provides some delivery functions to the organization, and coordinates service integration and management between the organization and its suppliers.
Which model is this an example of?

- A. Service integration as a service
- B. Single provider
- C. Service guardian
- D. Retained service integration

**Answer: A**

Explanation:
This is an example of service integration as a service (D). The ITIL 4 Specialist: Create, Deliver and Support study guide (Section 3.1.4) defines this model as: "A service integration approach where a third party coordinates and manages services, including supplier relationships and integration, on behalf of the organization." This matches the scenario where the provider handles supplier management and service coordination. Option A (retained service integration) involves internal retention; option B (single provider) implies full delivery; and option C (service guardian) is not a recognized ITIL model. The guide further notes:
"This model enhances value streams by ensuring seamless service delivery across multiple parties." Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 3.1.4 - Service Integration Models.

**NEW QUESTION # 47**
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. Shortest item first
- C. Shift-left
- D. Swarming

**Answer: C**

Explanation:
Theshift-leftapproach improves incident resolution times bymoving support activities closer to frontline teams or users, enabling faster and more efficient handling.

**NEW QUESTION # 48**

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