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## **ITIL 4 Specialist: Create, Deliver and SupportExam Sample Questions (Q53-Q58):**

### **NEW QUESTION # 53**

During a service design workshop, a development team come up with lots of different possible design solutions, and then analyze these to select one of them to proceed with.

What 'design thinking' activity is this an example of?

- A. Prototyping
- B. Inspiration and empathy
- **C. Ideation**
- D. Implementation

**Answer: C**

Explanation:

Ideation involves generating a wide range of ideas and then analyzing and selecting the best solution to move forward in the design thinking process.

**NEW QUESTION # 54**

A software development company wants to transition from a traditional working model to one focused on innovation and adaptability. The management has recognized a need to support changes in the mindset among employees, particularly those accustomed to the traditional approach. However, the management has encountered resistance from long-standing employees who are accustomed to traditional methods. What strategy should the company adopt to effectively facilitate this cultural shift?

- A. Limit the cultural shift initiatives to only the newer employees
- B. Base performance evaluations solely on the number of innovative ideas generated
- **C. Have leaders actively demonstrate and promote innovative practices**
- D. Introduce rules for innovation and adaptability across all teams

**Answer: C**

Explanation:

The company should have leaders actively demonstrate and promote innovative practices (B). The ITIL 4 Specialist: Create, Deliver and Support guide (Section 3.4.2) highlights that leadership behavior is pivotal in driving cultural change, especially in overcoming resistance by modeling adaptability and engaging employees through visible commitment. This builds trust and encourages long-standing staff to embrace new methods. Option A imposes rules without engagement; option C excludes key staff; and option D overemphasizes metrics, risking disengagement. The guide stresses leadership's role in cultural transformation.

Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 3.4.2 - Leadership in Cultural Change.

**NEW QUESTION # 55**

A service provider works with a diverse group of customers, including corporate, private, and partner organizations. The service provider's service desk supports users from all customer organizations. However, different users prefer different communication channels. In response to their preferences, the service provider implemented email, chat, phone, and website contact form for the users to contact the service desk. The service desk team is increasingly struggling to monitor all channels and respond timely. Some user queries are not noticed early enough, and the users are complaining. What should the service provider do to improve the situation?

- A. Assign dedicated service desk agents to monitor each channel
- **B. Integrate all channels to support smooth switching between them for users and support agents**
- C. Close the least popular communication channels to reduce the complexity
- D. Allocate one most suitable channel to each customer type

**Answer: B**

Explanation:

The service provider should integrate all channels to support smooth switching between them for users and support agents (C). The ITIL 4 Specialist: Create, Deliver and Support documentation (Section 4.2.2) emphasizes the importance of a unified service desk experience, where channel integration enables a seamless omnichannel approach. This reduces the team's monitoring burden by centralizing interactions, ensures timely responses through a single queue or dashboard, and addresses user complaints by maintaining flexibility across preferred channels. Option A risks alienating users who rely on less popular channels; option B increases resource demands without addressing root issues; and option D limits user choice, potentially worsening satisfaction. The guide highlights that effective channel management enhances service desk efficiency, a critical aspect of supporting diverse customer bases.

Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 4.2.2 - Omnichannel Service Desk Management.

### NEW QUESTION # 56

An organization wants to encourage its employees to suggest improvements to its practices. However, employees are reluctant to suggest improvements because their suggestions have been ignored in the past. The employees do not trust their managers to be open and transparent.

Which concept should be applied to overcome this challenge?

- A. A continual improvement culture
- B. Workforce planning and management
- C. Working with a customer-oriented mindset
- D. Shift-left

**Answer: A**

Explanation:

A continual improvement culture fosters an environment of openness, trust, and transparency, encouraging employees to suggest improvements and ensuring their ideas are valued and considered.

### NEW QUESTION # 57

Which is a reason why an organization should create competency profiles for each role?

- A. To plan to fill all the mandatory ITIL roles
- B. To ensure that IT specialists have pi-shaped skill profiles
- C. To plan the professional development of team members
- D. To ensure that technical skills are included in each profile

**Answer: C**

Explanation:

Creating competency profiles helps the organization plan the professional development of team members, ensuring that skills and capabilities align with current and future needs.

### NEW QUESTION # 58

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