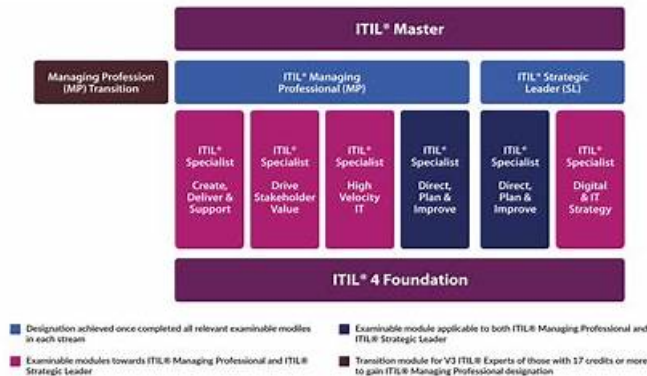


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ITIL ITIL-4-Specialist-Create-Deliver-and-Support 考試大綱：

主題	簡介
主題 1	• 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.
主題 2	• 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. :

主題 3	<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.
主題 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.
主題 5	<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.
主題 6	<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.

最新的 ITIL 4 Managing Professional ITIL-4-Specialist-Create-Deliver-and-Support 免費考試真題 (Q33-Q38):

問題 #33

An internal service provider has made the service desk a single point of contact for all user queries, including incidents, service requests, complaints, and compliments. To ensure a fair allocation of the service desk resources, a common rule for processing all incoming queues has been agreed: "first in, first out." It has soon become apparent that some incidents reported by users spend too much time waiting to be processed and triaged by the service desk. This leads to delayed incident resolution and negative business impact. What is the BEST way to improve the situation?

- A. Recommend users to submit queries well in advance to ensure timely processing
- B. Increase the number of service desk agents to process the incoming queries faster
- C. Prioritize incoming queries based on their type and associated urgency
- D. Implement separate service desks for incident and service requests

答案: C

解題說明:

The best way to improve the situation is to prioritize incoming queries based on their type and associated urgency (B). The ITIL 4 Specialist: Create, Deliver and Support documentation (Section 4.2.3) states:

"Prioritization based on impact and urgency ensures that the most critical incidents are addressed promptly, optimizing resource use and minimizing business impact." The "first in, first out" rule fails when high-impact incidents are delayed, and this approach adjusts resource allocation dynamically. Option A increases costs without addressing prioritization; option C adds complexity; and option D shifts responsibility to users. The guide emphasizes: "Effective prioritization is a key practice in managing demand and ensuring service continuity." Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 4.2.3 - Prioritization in Service Desk Operations.

問題 #34

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

答案: B

解題說明:

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.

問題 #35

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. Use swarming to improve collaboration and validate information
- B. Limit the use of tickets to major and high-priority incidents
- C. Train agents to capture the information required by each support team
- D. Validate the data when tickets are being created by service desk agents

答案： C

解題說明：

The approach to reduce rework is to train agents to capture the information required by each support team (B).

The ITIL 4 Specialist: Create, Deliver and Support documentation (Section 4.1.3) states: "Training service desk agents to collect comprehensive and accurate ticket data reduces escalation rework by ensuring higher tiers receive sufficient context, minimizing delays and recurring incidents." This empowers first-line support, unlike option A (validation is reactive), option C (restricts ticket use), or option D (swarming is broader but less targeted). The guide notes: "Effective training enhances ticket quality and resolution efficiency." Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 4.1.3 - Service Desk Training and Ticket Management.

問題 #36

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

答案： D

解題說明：

The methods used to manage the development work (such as Agile, DevOps, or Waterfall) can significantly influence whether multiple value streams are needed to efficiently handle different types of workflows within the same service development.

問題 #37

A service desk team acts as a single point of contact for its users. Service desk team members are the first-line support; however, if they are unable to resolve the incidents, they are escalated to second-line support. This tiered support structure has resulted in large queues of unresolved tickets.

Which concept or approach would help the organization resolve this situation?

- A. Results-based measurement
- B. Swarming
- C. Advanced analytics
- D. Outsourcing

答案： B

解題說明：

Swarming involves bringing together specialists from different areas to collaborate immediately on incidents without rigid escalation tiers, helping to reduce queues and speed up resolution.

問題 #38

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