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Peoplecert ITIL 4 Specialist: Create, Deliver and Support Sample Questions (Q86-Q91):

NEW QUESTION # 86

What approach can ensure testing happens earlier in the development lifecycle?

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

Answer: D

NEW QUESTION # 87

A service provider is struggling to ensure timely incident resolution. The reports show that the majority of incidents that can be resolved without implementing a change are resolved on time.

However, if an incident resolution requires a change, it is almost never implemented within the agreed incident resolution time. What is the BEST approach for the service provider to improve the situation?

- A. Review the incident management process
- B. Review the incident resolution value stream
- C. Review the incident resolution targets
- D. Review the change authorization procedures

Answer: B

NEW QUESTION # 88

A service provider involves suppliers to resolve incidents related to third-party software.

Resolution of such incidents typically takes longer because of the time required to contact a supplier and other delays. The service provider needs to involve the supplier every time a similar incident occurs again. The incident manager wants to reduce the costs and improve the timeliness of incident resolution. What is the BEST way for the incident manager to achieve this?

- A. Ensure that solutions provided by suppliers are captured and shared in the support team
- B. Ensure that errors in the software that caused incidents are fixed
- C. Avoid transferring incidents to an external supplier as long as possible
- D. Ensure that solutions provided by the supplier are tested

Answer: A

NEW QUESTION # 89

A technology firm has implemented a new ticketing system for managing customer support requests. However, the firm is facing challenges in effectively prioritizing and managing these tickets due to varying levels of urgency and complexity. Some high-priority issues are being delayed, while less critical requests are being addressed too soon, leading to customer dissatisfaction and inefficiencies in the workflow. How should the firm improve this situation?

- A. Prioritize tickets based on the order of receipt
- B. Develop a dynamic prioritization model that assesses the impact and urgency of each ticket
- C. Limit ticket submissions to reduce the workload on support staff
- D. Stop recording requests during exceptionally busy times

Answer: B

NEW QUESTION # 90

A small food retail chain was created twenty years ago. At that time, stock management and point of sale (POS) software was developed and maintained by an internal IT team. Today the chain is using commercial software available off-the-shelf for stock management and POS. What is this situation an example of?

- A. Organization-specific requirements for service functionality
- B. Service components lacking mass-market adoption
- C. Customer demand for personalized products
- D. Commoditization of service components

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