

ITIL-4-Specialist-Create-Deliver-and-Support最新試験 & ITIL-4-Specialist-Create-Deliver-and-Support合格対策



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ITIL-4-Specialist-Create-Deliver-and-Support認定試験はたいへん難しい試験ですね。しかし、難しい試験といっても、試験を申し込んで受験する人が多くいます。なぜかと言うと、もちろんITIL-4-Specialist-Create-Deliver-and-Support認定試験がとても大切な試験ですから。IT職員の皆さんにとって、この試験のITIL-4-Specialist-Create-Deliver-and-Support認証資格を持っていないならちょっと大変ですね。この認証資格はあなたの仕事にたくさんのメリットを与えられ、あなたの昇進にも助けになることができます。とにかく、これは皆さんのキャリアに大きな影響をもたらせる試験です。こんなに重要な試験ですから、あなたも受験したいでしょう。

ITIL ITIL-4-Specialist-Create-Deliver-and-Support 認定試験の出題範囲:

トピック	出題範囲
トピック 1	<ul style="list-style-type: none">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.
トピック 2	<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.
トピック 3	<ul style="list-style-type: none">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.
トピック 4	<ul style="list-style-type: none">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. :

>> ITIL-4-Specialist-Create-Deliver-and-Support最新試験 <<

ITIL-4-Specialist-Create-Deliver-and-Support合格対策 & ITIL-4-Specialist-Create-Deliver-and-Supportトレーニング

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ITIL 4 Specialist: Create, Deliver and SupportExam 認定 ITIL-4-Specialist-Create-Deliver-and-Support 試験問題 (Q31-Q36):

質問 # 31

An internal service provider of a charity foundation wants to ensure that all queries coming from users and customers are processed within the agreed time. Records show that the flow of incoming queries is uneven; the teams processing the queries may be overwhelmed one day and have idle capacity on another. What is the BEST way for the service provider to ensure timely processing of all queries?

- A. Limit the number of incoming queries so they could be processed on time
- B. Prioritize all incoming queries according to their economic value to maximize profit and minimize penalties
- C. Prioritize queues using a combination of criteria to maximize value and minimize risks
- D. Increase capacity to process all queries without delays

正解: C

解説:

The best way is to prioritize queues using a combination of criteria to maximize value and minimize risks (B).

The ITIL 4 Specialist: Create, Deliver and Support study guide (Section 4.2.3) states: "Prioritization should balance impact, urgency, and value, ensuring efficient resource use and timely resolution, especially in uneven demand scenarios." This approach adapts to fluctuating query volumes, unlike option A which focuses on profit (less relevant for a charity), option C which is costly and may not address root causes, or option D which restricts access. The guide notes: "Dynamic prioritization enhances service desk resilience under variable workloads." Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 4.2.3 - Prioritization in Service Desk Operations.

質問 # 32

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 wait a long time before anyone starts to work on them. What is the BEST way to manage this issue?

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

正解: C

解説:

Increasing the priority of requests that have been waiting too long helps prevent service level breaches and improves user satisfaction without undermining the triage approach for urgent tasks.

質問 # 33

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

正解: D

解説:

The organization should apply a continual improvement culture (C). The ITIL 4 Specialist: Create, Deliver and Support study guide

(Section 3.4.1) defines this culture as one that fosters trust, encourages employee input, and ensures suggestions are acted upon through transparent processes, addressing the lack of trust and past neglect. This aligns with the service value system's focus on ongoing enhancement. Option A is customer-focused but not employee-centric; option B relates to task shifting; and option D addresses staffing, not cultural issues. The guide emphasizes leadership's role in building this culture.
Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 3.4.1 - Continual Improvement Culture.

質問 # 34

An organization is moving from a process-based approach to a value-stream based approach for managing user issues. Which of these activities should the organization do FIRST?

- A. Understand the situations in which incidents and service requests will be initiated
- B. Consider how the service desk teams can be involved at an earlier stage in the creation of a service.
- C. Understand which steps contribute least to the support of the service
- D. Identify the activities which could be improved by the use of automation

正解: A

解説:

Understanding the situations where incidents and service requests are initiated is the first step, as it defines how user needs trigger value streams and shapes the design of the overall support approach.

質問 # 35

A service has been in use for a number of years, and is not being developed or updated. Customers are not happy because they think that the applications that support the service are missing important functionality. Which practice is most likely to identify this issue and initiate improvement actions?

- A. Service desk
- B. Service level management
- C. Service validation and testing
- D. Knowledge management

正解: B

解説:

Service level management focuses on understanding and capturing customer expectations and experiences, making it the practice most likely to identify dissatisfaction and initiate improvement actions.

質問 # 36

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今の競争が激しい社会にあたり、あなたは努力して所有したいことがあります。IT職員にとって、ITIL-4-Specialist-Create-Deliver-and-Support試験認定書はあなたの実力を証明できる重要なツールです。だから、ITIL-4-Specialist-Create-Deliver-and-Support試験に合格する必要があります。それで、弊社の質高いITIL-4-Specialist-Create-Deliver-and-Support試験資料を薦めさせていただきます。

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