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>> ITIL-4-CDS Standard Answers <<

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## Peoplecert ITIL 4 Specialist: Create, Deliver and Support Sample Questions (Q46-Q51):

### NEW QUESTION # 46

An organization experiences delays when creating and changing products and services. This is largely because software developers store code in their individual repositories.

Which approach would help to resolve this situation?

- A. Continuous deployment
- B. Continuous delivery
- C. Continuous integration
- D. Change enablement

**Answer: C**

#### NEW QUESTION # 47

An organization experiences delays when creating and changing products and services. This is largely because software developers store code in their individual repositories.

- A. Continuous deployment
- B. Continual improvement
- C. Continuous delivery
- **D. Continuous integration**

**Answer: D**

#### NEW QUESTION # 48

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

**Answer: B**

#### NEW QUESTION # 49

A service desk manager is creating a job profile for a service desk team lead. The following requirements have been identified: Ability to use company processes and tools, Leadership skills, Knowledge of service desk objectives. What is the MOST important additional requirement for the job profile?

- A. Experience of financial management
- B. Knowledge of how to log incidents and service requests
- **C. Commitment to continual improvement**
- D. Technical knowledge of the supported products

**Answer: C**

#### NEW QUESTION # 50

A software development company wants to improve its service delivery by implementing a value stream for a new service creation. The company aims to balance speed and quality of service delivery. How should the company structure its value stream to meet this objective?

- A. Enable variance of quality and cost of services
- B. Use comprehensive complex simulations to test the workflow
- C. Define and optimize an individual value stream for each team involved in service creation
- **D. Integrate feedback loops and escalation mechanisms in the workflow**

**Answer: D**

#### NEW QUESTION # 51

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