

ITIL-4-Specialist-Create-Deliver-and-Support Formal Test & ITIL-4-Specialist-Create-Deliver-and-Support Accurate Test



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ITIL ITIL-4-Specialist-Create-Deliver-and-Support Exam Syllabus Topics:

Topic	Details
Topic 1	<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. :
Topic 2	<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.
Topic 3	<ul style="list-style-type: none">• Service Delivery: This section of the exam measures the skills of IT Operations Managers and covers the core processes and activities essential for the effective delivery of IT services. It emphasizes the importance of managing service transitions and operations to maintain consistent, high-quality service output.

Topic 4	<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.
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>> ITIL-4-Specialist-Create-Deliver-and-Support Formal Test <<

ITIL-4-Specialist-Create-Deliver-and-Support Accurate Test, ITIL-4-Specialist-Create-Deliver-and-Support Questions Answers

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ITIL 4 Specialist: Create, Deliver and Support Exam Sample Questions (Q66-Q71):

NEW QUESTION # 66

Which is an example of using a 'shift-left' approach to optimize password resets?

- A. Automatically assign a high priority to password reset requests to resolve them faster
- B. Encourage users to remember or safely record their passwords to reduce the number of password resets
- C. Allow users to reset their own passwords using an automated tool
- D. Train service desk agents to categorize password resets as service requests

Answer: C

Explanation:

Allowing users to reset their own passwords using an automated tool moves support closer to the user, which is a direct application of the shift-left approach, improving speed and efficiency.

NEW QUESTION # 67

Which is often included in an Agile approach to software development?

- A. Information models
- B. Integrated service management toolsets
- C. Advanced analytics
- D. CI/CD

Answer: D

Explanation:

CI/CD (Continuous Integration/Continuous Delivery) is often included in an Agile approach to accelerate and automate software development, testing, and deployment.

NEW QUESTION # 68

A service operations team monitors a critical service. They receive thousands of events every day and operators are trained, so they know which events require a response. Sometimes they miss an important event and this causes service level targets to be breached. What is the BEST approach to resolve this issue?

A service operations team monitors a critical service. They receive thousands of events every day and operators are trained, so they know which events require a response. Sometimes they miss an important event and this causes service level targets to be breached. What is the BEST approach to resolve this issue?

- A. Improve filtering of operations data

- B. Recruit additional operations staff
- C. Improve operations team training
- D. Renegotiate service level targets

Answer: A

Explanation:

Improving the filtering of operations data reduces the noise from irrelevant events, allowing the operations team to focus on critical events and prevent breaches of service level targets.

NEW QUESTION # 69

An organization has experienced difficulties in providing user support at expected levels. The organization has asked one of its relationship managers and a business analyst to gather information about the types of issues which users and customers are experiencing. The organization would also like to understand the operational issues that support teams are experiencing. Which practice is most likely to provide this information?

- **A. Service desk**
- B. Monitoring and event management
- C. Problem management
- D. Release management

Answer: A

Explanation:

The service desk practice is the primary point of contact for users and customers, making it the best source for gathering information about both user issues and operational challenges faced by support teams.

NEW QUESTION # 70

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

Answer: B

Explanation:

The best way is to ensure that solutions provided by suppliers are captured and shared within the support team (B). The ITIL 4 Specialist: Create, Deliver and Support guide (Section 4.3.4) recommends knowledge management as a key practice to reduce reliance on external suppliers by documenting and disseminating resolutions, thereby decreasing response times and costs for recurring incidents. This approach builds internal capability, minimizing delays from supplier coordination. Option A delays resolution; option C depends on supplier action beyond the manager's control; and option D, while beneficial, is a validation step that doesn't address knowledge retention. The guide underscores the importance of a knowledge base in incident management. Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 4.3.4 - Knowledge Management in Incident Resolution.

NEW QUESTION # 71

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