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ITIL 4 Specialist: Create, Deliver and Support Exam Sample Questions (Q40-Q45):

NEW QUESTION # 40

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

Answer: A

Explanation:

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.

NEW QUESTION # 41

A service provider is redesigning its service management system using value stream management and mapping. The service management team is reviewing the role of practices in various value streams. There is an argument about the role of deployment management as software development and service management teams see its role differently. What is the BEST approach to define the role of deployment management practice in value streams?

- A. Deployment management plays an important role only in creation of new services developed within the organization
- B. Deployment management plays an important role in any value stream requiring transition of service components to production environment
- C. Deployment management plays an important role in creation of new and changed services; it does not contribute to other value streams
- D. Deployment management does not play any role in the incident resolution value stream

Answer: B

Explanation:

The best approach is that deployment management plays an important role in any value stream requiring transition of service components to the production environment (C). According to the ITIL 4 Specialist:

Create, Deliver and Support guide (Section 3.2.2), deployment management ensures smooth transitions across value streams, including creation, delivery, and support, not just new service creation. Options A and B are too restrictive, and option D is incorrect as deployment can support incident resolution indirectly.

Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 3.2.2 - Deployment Management in Value Streams.

NEW QUESTION # 42

An organization wants to make some changes to individual and team objectives. The new objectives need to align to the organization's goal of anticipating the needs of its customers.

Which concept is the key element of this alignment?

- A. Organizational structure
- B. The value of positive communications
- C. Customer orientation
- D. Shift-left

Answer: C

Explanation:

Customer orientation ensures that individual and team objectives are aligned with anticipating and meeting customer needs, directly supporting the organization's goal.

NEW QUESTION # 43

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. A continual improvement culture
- C. Working with a customer-oriented mindset
- D. Shift-left

Answer: B

Explanation:

A continual improvement culture fosters an environment of openness, trust, and transparency, encouraging employees to suggest improvements and ensuring their ideas are valued and considered.

NEW QUESTION # 44

A service provider works with a diverse group of customers, including corporate, private, and partner organizations. The service provider's service desk supports users from all customer organizations. However, different users prefer different communication channels. In response to their preferences, the service provider implemented email, chat, phone, and website contact form for the users to contact the service desk. The service desk team is increasingly struggling to monitor all channels and respond timely. Some user queries are not noticed early enough, and the users are complaining. What should the service provider do to improve the situation?

- A. Allocate one most suitable channel to each customer type
- B. Assign dedicated service desk agents to monitor each channel
- **C. Integrate all channels to support smooth switching between them for users and support agents**
- D. Close the least popular communication channels to reduce the complexity

Answer: C

Explanation:

The service provider should integrate all channels to support smooth switching between them for users and support agents (C). The ITIL 4 Specialist: Create, Deliver and Support documentation (Section 4.2.2) emphasizes the importance of a unified service desk experience, where channel integration enables a seamless omnichannel approach. This reduces the team's monitoring burden by centralizing interactions, ensures timely responses through a single queue or dashboard, and addresses user complaints by maintaining flexibility across preferred channels. Option A risks alienating users who rely on less popular channels; option B increases resource demands without addressing root issues; and option D limits user choice, potentially worsening satisfaction. The guide highlights that effective channel management enhances service desk efficiency, a critical aspect of supporting diverse customer bases.

Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 4.2.2 - Omnichannel Service Desk Management.

NEW QUESTION # 45

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