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## Peoplecert ITIL 4 Specialist: Create, Deliver and Support Sample Questions (Q16-Q21):

### NEW QUESTION # 16

To ensure work is balanced across value streams, ITIL 4 recommends combining demand forecasting with strategic alignment of

initiatives. Which TWO of the following provide the strongest governance for forecasting, sequencing and aligning incoming work with organizational objectives? (Select TWO)

- A. Work visualization (Kanban boards) within Service Request Management to enforce WIP limits
- **B. Portfolio Management practice using strategic themes and investment epics to sequence high- value workright**
- C. Service Level Management practice using SLAs and OLAs to enforce response targets
- **D. Demand Management practice using Patterns of Business Activity for forecasting peaks and troughsright**

**Answer: B,D**

Explanation:

Demand Management uses Patterns of Business Activity to forecast demand, categorize work types, and apply prioritization models before routing tasks into value streams. This prevents overload and aligns capacity with expected demand profiles.

Portfolio Management defines strategic themes and investment epics that translate business goals into prioritized initiatives. By sequencing epics against capacity and value, it ensures that the most critical work feeds into the value streams first.

#### **NEW QUESTION # 17**

A managed service provider manages an organization's suppliers, provides some delivery functions to the organization, and coordinates service integration and management between the organization and its suppliers. Which model is this an example of?

- A. Single provider
- B. Service guardian
- C. Retained service integration
- **D. Service integration as a service**

**Answer: D**

#### **NEW QUESTION # 18**

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

**Answer: D**

#### **NEW QUESTION # 19**

An organization uses value streams to help them deliver consistent services, and they use 'service integration and management' to manage many different suppliers. How does 'service integration and management' work with the organization's value streams?

- A. Service integration and management' cannot be used in an organization that uses value streams
- B. 'Service integration and management' creates a separate value stream for each supplier
- **C. 'Service integration and management' manages multiple suppliers in a single value stream**
- D. Service integration and management' is independent of the organization's value streams

**Answer: C**

#### **NEW QUESTION # 20**

An organization is planning to implement a new service management toolset for effective integration of management practices. Which feature of the service management toolset will be the MOST important in achieving this?

- A. Flexible workflow automation
- B. Advanced analytics
- C. Inventory and discovery of IT assets
- D. High availability and security

Answer: A

## NEW QUESTION # 21

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