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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">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 2	<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 3	<ul style="list-style-type: none">Service Design and Development: This section of the exam measures the skills of Service Designers and covers how to design and develop services that align with both customer needs and business objectives. It includes identifying and defining service requirements, designing service components, and ensuring service quality throughout the development lifecycle.
Topic 4	<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 5	<ul style="list-style-type: none">Service Performance Metrics: This section of the exam measures the skills of IT Performance Analysts and covers how to identify and interpret key performance indicators and metrics. The focus is on evaluating service effectiveness and making data-driven decisions to improve service outcomes.

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ITIL 4 Specialist: Create, Deliver and Support Exam Sample Questions (Q37-Q42):

NEW QUESTION # 37

An organization has received complaints from customers regarding incident resolution times. The organization is using value stream mapping to visualize the activities involved in restoring service following an outage. The team has designed an optimized flow that begins with the incident being generated by a monitoring tool and ends when service is restored. Leadership is concerned that this approach has failed to provide the insight needed to reduce delays. Which is the BEST action the team can take to address leadership's concern?

- A. Introduce additional sources of demand
- B. Determine where work is sitting in queues
- C. Compare the map to actual activities
- D. Automate repeatable work activities

Answer: B

Explanation:

The best action is to determine where work is sitting in queues (A). The ITIL 4 Specialist: Create, Deliver and Support study guide (Section 2.3.1) explains that value stream mapping should identify bottlenecks, such as queues, to optimize flow and reduce delays. This addresses leadership's concern by providing actionable insights into delay causes. Option C is useful but less specific; option D automates after identifying issues; and option B would exacerbate delays.

Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 2.3.1 - Value Stream Mapping and Bottleneck Analysis.

NEW QUESTION # 38

Which statement about collaboration is CORRECT?

- A. Collaboration should be used instead of swarming or
- B. Collaboration focuses on the organization's goals
- C. Collaboration can be enforced by aligning metrics between teams
- D. Collaboration is most useful for standardized work

Answer: B

Explanation:

Collaboration is fundamentally about focusing on the organization's goals, ensuring that different teams and individuals work together toward shared outcomes.

NEW QUESTION # 39

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

Answer: A

Explanation:

The most important additional requirement is commitment to continual improvement (B). The ITIL 4 Specialist: Create, Deliver and Support documentation (Section 4.1.2) identifies this as critical for a team lead to drive ongoing enhancements in service desk performance, aligning with ITIL's continual improvement principle. This ensures the lead fosters a culture of progress, complementing the given skills. Option A is operational and basic; option C is less relevant for a lead role; and option D, while useful, is secondary to improvement focus. The guide underscores leadership in improvement initiatives.

Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 4.1.2 - Leadership in Service Desk Roles.

NEW QUESTION # 40

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

Answer: C

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 # 41

A large organization is planning to integrate multiple systems into its existing IT infrastructure. What approach should the organization consider to achieve effective integration?

- **A. Using incremental delivery for the integration of multiple components**
- B. Adopting a 'big bang' approach for all integrations simultaneously
- C. Choosing direct integration with no predetermined order for deployment
- D. Implementing point-to-point integration for each system

Answer: A

Explanation:

The organization should use incremental delivery for the integration of multiple components (C). The ITIL 4 Specialist: Create, Deliver and Support study guide (Section 2.1.3) advocates incremental approaches to manage risk and ensure stability during integration. The 'big bang' approach (A) is risky; point-to-point (B) is complex; and no order (D) lacks structure.

Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 2.1.3 - Incremental Delivery in Integration.

NEW QUESTION # 42

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