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Peoplecert ITIL 4 Specialist: Create, Deliver and Support Sample Questions (Q24-Q29):

NEW QUESTION # 24

A service provider is aiming to optimize service management activities to ensure high quality of services and eliminate waste. Each practice and team have been working on continual improvement and implemented a large number of improvements. However, improvement in overall efficiency and in service quality has been lower than expected. What is the BEST approach for the service provider to take to resolve this?

- A. Use automation to optimize service value streams

- B. Use value stream mapping to analyze and optimize end-to-end workflows
- C. Implement the continual improvement model for all teams to follow
- D. Implement Agile methods to improve software development

Answer: B

NEW QUESTION # 25

Which TWO ITIL 4 guiding principles should be applied to bridge deep-rooted cultural norms, diverse communication styles, and siloed mindsets within a distributed service value stream team? (Select TWO)

- A. Collaborate and promote visibility
- B. Keep it simple and practical
- C. Focus on value
- D. Think and work holistically
- E. Start where you are

Answer: A,D

Explanation:

"collaborate and promote visibility" breaks down cultural barriers by encouraging shared understanding, transparent workflows, and joint problem-solving sessions. This principle fosters an environment where diverse team members can see how their contributions fit into the bigger picture, reducing misinterpretation and building trust.

"think and work holistically" ensures teams recognize interdependencies across technology, processes, and people. By adopting a holistic mindset, team members appreciate how cultural nuances influence each stage of the service value stream, leading to more empathetic communication and aligned decision-making.

NEW QUESTION # 26

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

Answer: A

NEW QUESTION # 27

An organization has found that a significant amount of rework is required, because tickets are escalated from the service desk team to higher tiers of support. This rework causes delays and results in recurring incidents as service desk agents rarely see how incidents are resolved. Which approach can be used to reduce this rework and its consequences?

- A. Train agents to capture the information required by each support team
- B. Use swarming to improve collaboration and validate information
- C. Validate the data, when tickets are being created by service desk agents
- D. Limit the use of tickets to major and high-priority incidents

Answer: B

NEW QUESTION # 28

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' creates a separate value stream for each supplier
- B. 'Service integration and management' cannot be used in an organization that uses value streams

- C. Service integration and management' is independent of the organization's value streams
- D. 'Service integration and management' manages multiple suppliers in a single value stream

Answer: D

NEW QUESTION # 29

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