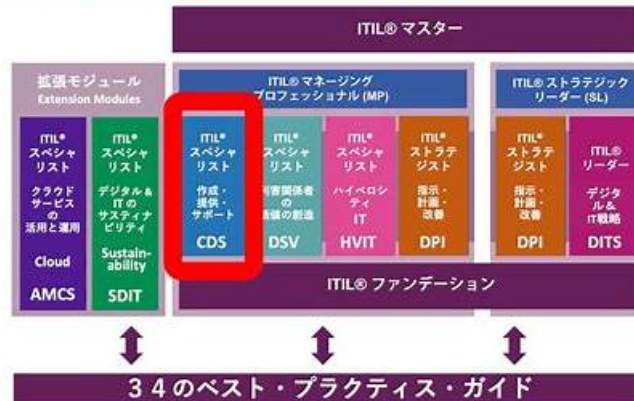


ITIL-4-CDS考試重點 &新版ITIL-4-CDS題庫

ITIL® 4 研修資格体系



NewDumps 就是一個可以滿足很多參加 Peoplecert 的 ITIL-4-CDS 認證考試的IT人士的需求的網站，但是要想通過 ITIL-4-CDS 考試還需要大家認真理解。即使是Peoplecert 的 ITIL-4-CDS 擬真試題和真實考試中的差不多，建議大家考試的時候，還是要把題看清楚，不能完全按照 ITIL-4-CDS 擬真試題中的命令去做。要靈活運用，積極思考，不能死搬硬套。通過這個考試是需要豐富的知識和經驗的，而積累豐富的知識和經驗是需要時間的。

數千家公司均依託 Peoplecert 標準來提供一個可靠的員工業績評估。此外，數十家擁有自己認證專案的公司也非常信賴 Peoplecert 認證，以確保員工具備扎實的技能功底。此舉可以為公司節省大量的時間和開銷。要想順利的一次通過 ITIL-4-CDS 認證，選擇一部優秀的題庫非常必要，NewDumps 的專家一直致力於為客戶提供 Peoplecert 認證的全真考題及認證學習資料,助您一次通過 Peoplecert ITIL-4-CDS 認證考試。

>> ITIL-4-CDS考試重點 <<

一流的ITIL-4-CDS考試重點和資格考試的領導者和實用的ITIL-4-CDS: ITIL 4 Specialist: Create, Deliver and Support

人們相信需要一個標準化的、多國的、令人信服的考試來驗證個人在 Peoplecert上技能的等級。同時，這個考試必須有利於公司雇用 Peoplecert 方面專業人才。為了實現這壹目的，Peoplecert 專家機構聯合多方力量設計和完善了 ITIL-4-CDS 認證考試。Peoplecert 專家機構通過全球的發展使之成為一個倍受公認和廣泛認可的 ITIL-4-CDS 認證考試體系。用戶應該可以自由選擇，在認證 Peoplecert 最高級工程師這壹關鍵領域不應固定於一個廠商。

最新的 Peoplecert Certification ITIL-4-CDS 免費考試真題 (Q74-Q79):

問題 #74

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

答案：D

問題 #75

An enterprise delivers a new multi-region, container-based service every two weeks.

Deployments span private data centers and multiple public clouds, require database schema changes, feature-flag updates, and real-time rollback capabilities. Failures in any stage risk data loss, security gaps or customer outages. Which ONE practice should own the end-to-end orchestration, automation and governance of these deployments to ensure consistency, traceability and rapid recovery?

- A. Infrastructure and Platform Management practice
- **B. Deployment Management practice**
- C. Release Management practice
- D. Change Enablement practice

答案： B

解題說明：

The Deployment Management practice specializes in planning, scheduling and controlling the movement of release packages into live environments. It defines standardized pipelines for containers, database migrations, feature-flag switches and rollback mechanisms. By enforcing environment-specific deployment plans, automated checks and audit trails, Deployment Management ensures every change is traceable and recoverable across all regions and cloud platforms.

問題 #76

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

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

答案： A

問題 #77

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

答案： D

問題 #78

A small food retail chain was created twenty years ago. At that time, stock management and point of sale (POS) software was developed and maintained by an internal IT team. Today the chain is using commercial software available off-the-shelf for stock management and POS. What is this situation an example of?

- A. Service components lacking mass-market adoption
- B. Organization-specific requirements for service functionality
- **C. Commoditization of service components**
- D. Customer demand for personalized products

答案： C

問題 #79

