

ITIL ITIL-4-Specialist-Create-Deliver-and-Support Practice Test Pdf: ITIL 4 Specialist: Create, Deliver and Support Exam - Pass4suresVCE Exam Tool Guaranteed



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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 Automation and Technology: This section of the exam measures the skills of Automation Engineers and covers the integration of automation and technology in the development, delivery, and support of IT services. It includes understanding how tools and platforms streamline operations and increase efficiency.
Topic 2	<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 3	<ul style="list-style-type: none"> Continuous Improvement: This section of the exam measures the skills of Process Improvement Analysts and covers leveraging feedback and data to enhance services, processes, and practices. It supports the ITIL framework’s emphasis on ongoing service enhancement and operational maturity.
Topic 4	<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.
Topic 5	<ul style="list-style-type: none"> Service Support: This section of the exam measures the skills of Technical Support Specialists and covers the support functions required to manage and maintain IT services. It includes practices for issue resolution, incident management, and sustaining service reliability over time.
Topic 6	<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 7	<ul style="list-style-type: none"> ITIL 4 Principles: This section of the exam measures the skills of IT Service Managers and covers the application of ITIL 4’s guiding principles such as “Focus on Value,” “Start Where You Are,” and “Optimise and Automate.” The aim is to drive operational efficiency and service excellence.

Features of Three Formats ITIL ITIL-4-Specialist-Create-Deliver-and-Support Exam Questions

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ITIL 4 Specialist: Create, Deliver and Support Exam Sample Questions (Q54-Q59):

NEW QUESTION # 54

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

Answer: C

Explanation:

This is an example of service integration as a service (D). The ITIL 4 Specialist: Create, Deliver and Support study guide (Section 3.1.4) defines this model as: "A service integration approach where a third party coordinates and manages services, including supplier relationships and integration, on behalf of the organization." This matches the scenario where the provider handles supplier management and service coordination. Option A (retained service integration) involves internal retention; option B (single provider) implies full delivery; and option C (service guardian) is not a recognized ITIL model. The guide further notes:

"This model enhances value streams by ensuring seamless service delivery across multiple parties." Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 3.1.4 - Service Integration Models.

NEW QUESTION # 55

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

Explanation:

The most important feature is flexible workflow automation (A). The ITIL 4 Specialist: Create, Deliver and Support guide (Section 2.4.1) states that automation enables seamless integration of practices by streamlining processes, which is crucial for building effective service value streams. Other features like inventory (B), analytics (C), and security (D) are supportive but secondary to integration.

Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 2.4.1 - Toolset Features for Integration.

NEW QUESTION # 56

How should roles and competencies be managed to adapt to rapid technological changes and market demands?

- A. By making it easier for employees to focus on one role
- **B. By continually adapting roles to evolving organizational requirements**
- C. By creating career paths dedicated to single technologies
- D. By focusing on increasing employees' technical experience

Answer: B

Explanation:

Roles and competencies should be managed by continually adapting them to evolving organizational requirements (C). The ITIL 4 Specialist: Create, Deliver and Support study guide (Section 3.3.2) advocates for flexible role definitions to respond to technological and market shifts, ensuring the service value system remains effective. This approach supports skill development and role evolution, unlike option A (rigid focus), option B (technology-specific paths), or option D (narrow technical emphasis). The guide emphasizes adaptability as a core competency.

Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 3.3.2 - Adapting Roles and Competencies.

NEW QUESTION # 57

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

Answer: D

Explanation:

The best approach is to review and automate filtering of operations data (D). The ITIL 4 Specialist: Create, Deliver and Support guide (Section 4.2.4) states: "Automation of event filtering reduces human error by prioritizing critical events, ensuring operators focus on what matters and preventing breaches of service level targets." This leverages technology to address misses, unlike option A (costly staffing), option B (insufficient if overwhelmed), or option C (avoiding the root cause). The guide notes: "Effective event management relies on automated tools to enhance reliability." Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 4.2.4 - Event Management Automation.

NEW QUESTION # 58

Which is an example of using a 'shift-left' approach to optimize password resets?

- A. Automatically assign a high priority to password reset requests to resolve them faster
- B. Encourage users to remember or safely record their passwords to reduce the number of password resets
- C. Train service desk agents to categorize password resets as service requests
- **D. Allow users to reset their own passwords using an automated tool**

Answer: D

Explanation:

Allowing users to reset their own passwords using an automated tool moves support closer to the user, which is a direct application of the shift-left approach, improving speed and efficiency.

NEW QUESTION # 59

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