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## Peoplecert ITIL 4 Specialist: Create, Deliver and Support Sample Questions (Q63-Q68):

### NEW QUESTION # 63

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

**Answer: D**

**NEW QUESTION # 64**

What should an organization consider when deciding to retain or outsource specific IT services?

- A. Immediate staff reduction
- B. Transfer of responsibility for highly tailored services
- C. Short-term cost optimization
- **D. Cultural barriers and associated risks**

**Answer: D**

**NEW QUESTION # 65**

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

**Answer: A**

**NEW QUESTION # 66**

During the Design and Transition activity, the testing team uncovers that non-production environments have been manually patched and reconfigured ad hoc over time. As a result, integration tests succeed in tests but fail in production due to undocumented drift. Which ONE practice should be engaged to enforce environment consistency through standardized change models and configuration baselines?

- A. Service Validation and Testing practice
- **B. Change Enablement practice**
- C. Release Management practice
- D. Infrastructure and Platform Management practice

**Answer: B**

Explanation:

The Change Enablement practice governs how changes are proposed, approved and implemented, including the use of change models that codify environment provisioning and configuration baselines. By embedding automated, low-risk change models and requiring peer-reviewed approvals for any environment update, Change Enablement prevents unauthorized manual tweaks, ensures every change is traceable, and locks test environments into exact production-equivalent states.

**NEW QUESTION # 67**

A popular social media app is part of a complex network of systems. Most changes to the service are successful, except for those made by a development team that has many failed changes.

Which is the BEST approach to reduce the number of failures?

- A. Create a standard change model for development changes and initiate as a service request
- B. Increase the size of development changes to make them easier to handle and increase success
- **C. Create a change model for development changes that includes the use of safe-to-fail testing**
- D. Initiate development changes as emergency changes so that errors can be identified quickly

**Answer: C**

