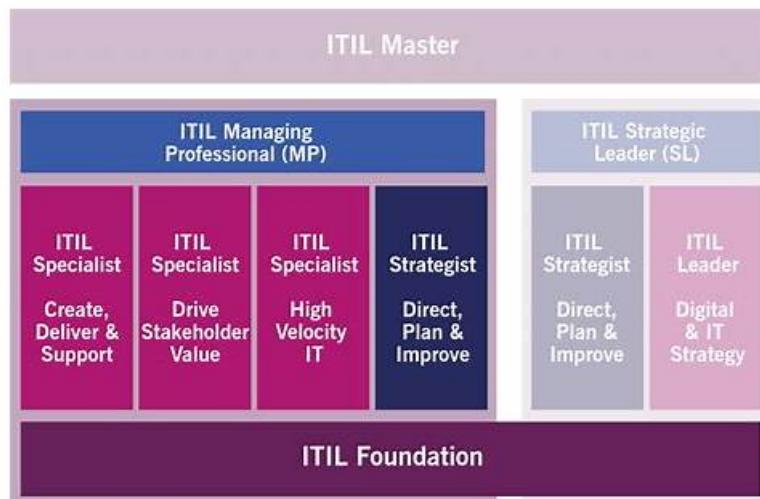


# ITIL certification ITIL-4-Specialist-Create-Deliver-and-Support exam test software



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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"><li>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.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 3	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 4	<ul style="list-style-type: none"><li>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.</li></ul>

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## ITIL-4-Specialist-Create-Deliver-and-Support Exam Tutorial - ITIL-4-Specialist-Create-Deliver-and-Support Latest Exam Dumps

The most attractive thing about a learning platform is not the size of his question bank, nor the amount of learning resources, but more importantly, it is necessary to have a good control over the annual propositional trend. The ITIL-4-Specialist-Create-Deliver-and-Support quiz guide through research and analysis of the annual questions, found that there are a lot of hidden rules are worth exploring, plus we have a powerful team of experts, so the rule can be summed up and use. The ITIL 4 Specialist: Create, Deliver and SupportExam prepare torrent can be based on the analysis of the annual questions, it is concluded that a series of important conclusions related to the qualification examination, combining with the relevant knowledge of recent years, then predict the direction which can determine this year's exam. ITIL-4-Specialist-Create-Deliver-and-Support test material will improve the ability to accurately forecast the topic and proposition trend this year.

## ITIL 4 Specialist: Create, Deliver and SupportExam Sample Questions (Q73-Q78):

### NEW QUESTION # 73

An organization with established processes for managing incidents, changes, and problems, receives a high volume of calls from users complaining that their issues are not being resolved efficiently. What should the organization do FIRST to start to improve the situation?

- A. Encourage teams to collaborate so they can focus on value for users
- B. Review skills and competencies of user support staff to ensure they have the required capability
- **C. Use value stream mapping to help understand the end-to-end flow of user support**
- D. Improve the integration of tools to ensure there are no gaps between processes

### Answer: C

Explanation:

The organization should first use value stream mapping to help understand the end-to-end flow of user support (A). The ITIL 4 Specialist: Create, Deliver and Support study guide (Section 2.3.1) states: "Value stream mapping is the initial step to visualize and analyze the flow of activities, identifying inefficiencies and delays in service delivery processes." This provides a foundation for addressing user complaints by pinpointing bottlenecks before implementing solutions like collaboration (B), tool integration (C), or skill reviews (D). The guide emphasizes: "Mapping ensures a holistic view, essential for effective planning and improvement."

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

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

### Answer: D

Explanation:

The service provider should integrate all channels to support smooth switching between them for users and support agents (C). The ITIL 4 Specialist: Create, Deliver and Support documentation (Section 4.2.2) emphasizes the importance of a unified service desk experience, where channel integration enables a seamless omnichannel approach. This reduces the team's monitoring burden by centralizing interactions, ensures timely responses through a single queue or dashboard, and addresses user complaints by maintaining flexibility across preferred channels. Option A risks alienating users who rely on less popular channels; option B increases resource demands without addressing root issues; and option D limits user choice, potentially worsening satisfaction. The guide highlights that effective channel management enhances service desk efficiency, a critical aspect of supporting diverse customer bases.

Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 4.2.2 - Omnichannel Service Desk Management.

### NEW QUESTION # 75

A software development company wants to improve its service delivery by implementing a value stream for a new service creation. The company aims to balance speed and quality of service delivery. How should the company structure its value stream to meet this objective?

- A. Enable variance of quality and cost of services
- B. Use comprehensive complex simulations to test the workflow
- C. **Integrate feedback loops and escalation mechanisms in the workflow**
- D. Define and optimize an individual value stream for each team involved in service creation

#### Answer: C

Explanation:

The company should integrate feedback loops and escalation mechanisms in the workflow (B). The ITIL 4 Specialist: Create, Deliver and Support study guide (Section 2.2.2) explains that effective value stream design requires iterative feedback to ensure quality while maintaining speed, and escalation mechanisms to address issues promptly. This approach allows for continuous improvement and adjustment during service creation, balancing the trade-off between rapid delivery and high standards. Option A creates silos, reducing coordination; option C compromises consistency; and option D, while useful, is a testing method rather than a structural solution. The guide stresses that feedback loops, such as user testing or peer reviews, are essential for optimizing value streams.

Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 2.2.2 - Feedback Loops in Value Stream Design.

### NEW QUESTION # 76

Which is an example of a divisional organizational structure?

- A. An organization which uses a grid of reporting relationships
- B. **An organization which has a different business unit for each of its products**
- C. An organization which has arranged its teams in a hierarchical authority structure
- D. An organization which does not have a layered management structure

#### Answer: B

Explanation:

An organization with a different business unit for each of its products is an example of a divisional organizational structure, where divisions are typically based on products, services, or markets.

### NEW QUESTION # 77

Which statement about 'service integration as a service' is CORRECT?

- A. The service integrator does not deliver any services to the organization
- B. **The service integrator provides services and manages other vendors**
- C. Multiple vendors provide the service integration and management function
- D. The service integrator can be easily replaced by other vendors to leverage better pricing

#### Answer: B

Explanation:

In service integration as a service, the service integrator both provides services and manages other vendors, ensuring seamless delivery across multiple suppliers.

### NEW QUESTION # 78

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