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Peoplecert ITIL 4 Specialist: Create, Deliver and Support Sample Questions (Q68-Q73):

NEW QUESTION # 68

In a fully automated ITIL 4 environment, tickets are created from event-stream alerts, enriched with CI-DB data, categorized by ML engines, surface contextual knowledge-article suggestions, and even trigger self-service deflection workflows. Multiple practices feed data into this engine, yet one practice must define and govern the end-to-end ticket lifecycle-covering channel integrations, taxonomy versioning, automated escalations, deflection criteria, status flows, and closure validations. Which ONE practice holds this overarching accountability?

- A. Service Desk practiceright
- B. Knowledge Management practice

- C. Event Management practice
- D. Incident Management practice

Answer: A

Explanation:

The Service Desk practice is accountable for the holistic ticket interface and lifecycle across all channels-whether human-entered, event-driven or self-service. It defines the unified taxonomy, status models, handoff rules, SLA targets, integration contracts (for Event Management feeds and CMDB enrichment), and deflection thresholds (leveraging Knowledge Management). By owning these elements, the Service Desk ensures consistency, traceability and a single point of control for all incoming work items, even as specialized practices contribute data and enrichment.

NEW QUESTION # 69

A service desk uses triage to ensure they work on the most urgent tasks first. This sometimes causes user satisfaction issues, because low priority requests can wait a long time before anyone starts to work on them.

What is the BEST way to manage this issue?

- A. Increase the priority of requests that have been waiting a long time and are at risk of breaching agreed service levels
- B. Use first-in first-out prioritization instead of triage, to ensure that tasks are worked on in the order that they are requested
- C. Train users so that they know their requests might be delayed if there are many higher priority tasks in the backlog
- D. Recruit more service desk staff so that they are able to work on low priority requests even when there are many higher priority tasks

Answer: A

NEW QUESTION # 70

To ensure work is balanced across value streams, ITIL 4 recommends combining demand forecasting with strategic alignment of initiatives. Which TWO of the following provide the strongest governance for forecasting, sequencing and aligning incoming work with organizational objectives? (Select TWO)

- A. Demand Management practice using Patterns of Business Activity for forecasting peaks and troughs
- B. Work visualization (Kanban boards) within Service Request Management to enforce WIP limits
- C. Portfolio Management practice using strategic themes and investment epics to sequence high- value work
- D. Service Level Management practice using SLAs and OLAs to enforce response targets

Answer: A,C

Explanation:

Demand Management uses Patterns of Business Activity to forecast demand, categorize work types, and apply prioritization models before routing tasks into value streams. This prevents overload and aligns capacity with expected demand profiles.

Portfolio Management defines strategic themes and investment epics that translate business goals into prioritized initiatives. By sequencing epics against capacity and value, it ensures that the most critical work feeds into the value streams first.

NEW QUESTION # 71

Within the ITIL 4 service value chain, the Design and Transition activity ensures new or changed services are fit for purpose and use before release. Which practice is primarily responsible for validating that service components meet acceptance criteria, performance requirements, and interoperability standards prior to deployment?

- A. Service Validation and Testing
- B. Service Level Management
- C. Release Management
- D. Change Enablement

Answer: A

Explanation:

Service Validation and Testing provides the structured test strategies, detailed test plans and defined acceptance criteria required to verify that each service component from individual configuration items to complete assemblies meets functional, performance,

security and compatibility requirements.

NEW QUESTION # 72

An organization is writing its test strategy in order to define the test levels and test types that are in scope for testing. In the past, the organization has experienced service disruptions after some releases of a particular application. These disruptions were happening because the application caused other applications to generate errors.

Which test level should the organization focus on to address this weakness?

- A. Unit
- **B. Integration**
- C. Acceptance
- D. System

Answer: B

NEW QUESTION # 73

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