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

ITIL 4 Specialist: Create, Deliver and Support Exam Sample Questions (Q24-Q29):

NEW QUESTION # 24

Which concept focuses on understanding the different levels within systems and ensuring that multiple systems are aligned and unified when designing services?

- A. Customer orientation
- **B. Integration and data sharing**
- C. Robotic process automation
- D. ICI/CD

Answer: B

Explanation:

Integration and data sharing focus on aligning and unifying multiple systems to ensure smooth, cohesive service design and delivery.

NEW QUESTION # 25

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. Inventory and discovery of IT assets
- **B. Flexible workflow automation**
- C. High availability and security
- D. Advanced analytics

Answer: B

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 # 26

An international e-commerce company is planning to launch a new mobile shopping application. During the initial design, the project

team has encountered challenges in ensuring the app aligns with regional customer preferences, while maintaining a consistent user experience. The team also needs to address scalability and security concerns. What approach should the company take to improve this situation?

- **A. Adopt a design thinking approach based on customer and user feedback**
- B. Establish a team of expert developers to revise the initial design
- C. Implement a global standard design
- D. Focus on app performance and security features

Answer: A

Explanation:

The company should adopt a design thinking approach based on customer and user feedback (C). This method, as outlined in the ITIL 4 Specialist: Create, Deliver and Support guide (Section 3.1.3), involves empathizing with users, defining problems, ideating solutions, prototyping, and testing, ensuring the app meets regional preferences while maintaining consistency. It also supports scalability and security by incorporating user needs into the design process. Option A focuses narrowly on technical aspects; option B ignores regional variations; and option D relies solely on expertise without a structured user-centric process.

Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 3.1.3 - Design Thinking in Service Creation.

NEW QUESTION # 27

Which concept is commonly applied to help organizations process and interpret unstructured text, with the aim to produce summaries or translations?

- **A. Artificial intelligence**
- B. Information models
- C. ITSM software
- D. Advanced analytics

Answer: A

Explanation:

Artificial intelligence is commonly applied to process and interpret unstructured text, enabling tasks such as generating summaries, translations, and extracting meaningful insights.

NEW QUESTION # 28

An organization uses value streams to help them deliver consistent services, and they use 'service integration and management' to manage many different suppliers.

How does 'service integration and management' work with the organization's value streams?

- **A. 'Service integration and management' manages multiple suppliers in a single value stream**
- B. 'Service integration and management' is independent of the organization's value streams
- C. 'Service integration and management' cannot be used in an organization that uses value streams
- D. 'Service integration and management' creates a separate value stream for each supplier

Answer: A

Explanation:

'Service integration and management' works by coordinating and managing multiple suppliers within a single value stream, ensuring that all suppliers contribute effectively to the delivery of consistent services aligned with the organization's value creation efforts.

NEW QUESTION # 29

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