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## ITIL 4 Specialist: Create, Deliver and Support Exam Sample Questions (Q10-Q15):

### NEW QUESTION # 10

To stay ahead of its competition, an organization's leadership team is focused on ensuring that product innovations reach customers quickly. A team is discussing how it can leverage value stream mapping in support of this goal. The team wants to improve the entire end-to-end value stream.

Which improvement is MOST LIKELY to improve the entire value stream?

- A. Minimizing handoffs between specialists within a development team
- B. Designing a continuous integration/continuous delivery pipeline

- C. Reducing the time it takes to provide environments for projects
- D. Reducing the time spent assessing and approving changes

**Answer: B**

Explanation:

Designing a continuous integration/continuous delivery (CI/CD) pipeline improves the entire end-to-end value stream by enabling faster, automated delivery of product innovations to customers.

**NEW QUESTION # 11**

A service provider is struggling to meet the incident resolution objectives for some incidents. Reports generated by the service management tools show that the resolution time is often longer than agreed in three types of situation: incident resolution requires a change to be implemented, incident resolution involves the internal software development team, incident resolution involves an external supplier. What should the service provider do to improve the situation?

- A. Review the change enablement practice
- B. **Review the incident resolution value stream**
- C. Review the incident management practice
- D. Review the incident resolution targets

**Answer: B**

Explanation:

The service provider should review the incident resolution value stream (D). The ITIL 4 Specialist: Create, Deliver and Support guide (Section 4.3.3) recommends analyzing the end-to-end value stream to identify delays across multiple teams and processes, including changes and supplier involvement. Options A, B, and C address specific elements but lack the holistic view needed.

Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 4.3.3 - Incident Resolution Value Stream Analysis.

**NEW QUESTION # 12**

An organization experiences delays when creating and changing products and services. This is largely because software developers store code in their individual repositories.

Which approach would help to resolve this situation?

- A. Change enablement
- B. Continuous delivery
- C. Continuous deployment
- D. **Continuous integration**

**Answer: D**

Explanation:

Continuous integration resolves delays by ensuring that developers frequently merge their code into a shared repository, enabling earlier detection of issues and smoother collaboration.

**NEW QUESTION # 13**

An organization wants to encourage its employees to suggest improvements to its practices. However, employees are reluctant to suggest improvements because their suggestions have been ignored in the past. The employees do not trust their managers to be open and transparent.

Which concept should be applied to overcome this challenge?

- A. Shift-left
- B. Working with a customer-oriented mindset
- C. Workforce planning and management
- D. **A continual improvement culture**

**Answer: D**

Explanation:

A continual improvement culture fosters an environment of openness, trust, and transparency, encouraging employees to suggest improvements and ensuring their ideas are valued and considered.

#### **NEW QUESTION # 14**

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 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. Renegotiate service level targets
- B. Improve filtering of operations data
- C. Improve operations team training
- D. Recruit additional operations staff

**Answer: B**

Explanation:

Improving the filtering of operations data reduces the noise from irrelevant events, allowing the operations team to focus on critical events and prevent breaches of service level targets.

#### **NEW QUESTION # 15**

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