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## ITIL 4 Specialist: Create, Deliver and Support Exam Sample Questions (Q67-Q72):

**NEW QUESTION # 67**

Which of the following involves consideration of the skills and availability of both internal and external resources?

- A. Shift-left approach
- B. Triage prioritization
- C. Build vs buy
- D. Swarming

**Answer: C**

Explanation:

Build vs buy involves evaluating the skills and availability of both internal and external resources to decide whether to develop a solution in-house or acquire it from an external provider.

**NEW QUESTION # 68**

Which statement about collaboration is CORRECT?

- A. Collaboration focuses on the organization's goals
- B. Collaboration can be enforced by aligning metrics between teams
- C. Collaboration should be used instead of swarming or
- D. Collaboration is most useful for standardized work

**Answer: A**

Explanation:

Collaboration is fundamentally about focusing on the organization's goals, ensuring that different teams and individuals work together toward shared outcomes.

**NEW QUESTION # 69**

An organization prioritizes its work on a 'last-in, first-out' basis. Which work item should be actioned NEXT?

- A. An item logged yesterday at 09:00
- B. An item logged yesterday at 11:00
- C. An item logged today at 09:00
- D. An item logged today at 11:00

**Answer: D**

Explanation:

In a last-in, first-out approach, the most recently logged work item is actioned next, which is the item logged today at 11:00.

**NEW QUESTION # 70**

Which is a reason why an organization should create competency profiles for each role?

- A. To plan to fill all the mandatory ITIL roles
- B. To ensure that technical skills are included in each profile
- C. To ensure that IT specialists have pi-shaped skill profiles
- D. To plan the professional development of team members

**Answer: D**

Explanation:

Creating competency profiles helps the organization plan the professional development of team members, ensuring that skills and capabilities align with current and future needs.

**NEW QUESTION # 71**

When verifying that an incident has been resolved, which is an example of value as perceived by a user?

- **A. A swift restoration of a point of sale system, enabling customers to be served with minimal disruption**
- B. An accurate and complete incident record, enabling subsequent trend analysis of incidents
- C. An incident resolved within the target SLA time, enabling efficient use of service desk resources
- D. A better understanding of a complex networking scenario, enabling the creation of a new knowledge article

**Answer: A**

Explanation:

From the user's perspective, swift restoration of critical services like a point of sale system provides immediate value by minimizing disruption and allowing normal operations to continue.

## NEW QUESTION # 72

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