ITIL-4-Specialist-Create-Deliver-and-Support Latest Exam Tips - Valid ITIL-4-Specialist-Create-Deliver-and-Support Exam Test

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ITIL ITIL-4-Specialist-Create-Deliver-and-Support Exam Syllabus Topics:

Topic	Details
Topic 1	• 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.
Topic 2	• Culture and Collaboration: This section of the exam measures the skills of Team Leaders and covers fostering a service-focused culture within organizations. It emphasizes collaboration across teams and departments to enhance communication and ensure the success of service-based projects.| :
Topic 3	• ITIL 4 Principles: This section of the exam measures the skills of IT Service Managers and covers the application of ITIL 4's guiding principles such as "Focus on Value," "Start Where You Are," and "Optimise and Automate." The aim is to drive operational efficiency and service excellence.
Topic 4	• 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 5	• Customer and User Experience: This section of the exam measures the skills of Service Experience Managers and covers aligning service delivery with customer expectations. It focuses on delivering satisfying experiences by quickly and effectively addressing user needs and service issues.
Topic 6	• 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.

Free ITIL-4-Specialist-Create-Deliver-and-Support Questions That Will Get You Through the Exam

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ITIL 4 Specialist: Create, Deliver and SupportExam Sample Questions (Q15-Q20):

NEW QUESTION # 15
What approach can ensure testing happens earlier in the development lifecycle?

- A. Service integration and management
- B. Shift-left
- C. Robotic process automation
- D. Managing work as tickets

Answer: B

Explanation:
Shift-leftmoves testing activities earlier in the development lifecycle, helping to detect and fix defects sooner, improving quality and reducing rework.

NEW QUESTION # 16
An internal service provider has made the service desk a single point of contact for all user queries, including incidents, service requests, complaints, and compliments. To ensure a fair allocation of the service desk resources, a common rule for processing all incoming queues has been agreed: "first in, first out." It has soon become apparent that some incidents reported by users spend too much time waiting to be processed and triaged by the service desk. This leads to delayed incident resolution and negative business impact. What is the BEST way to improve the situation?

- A. Increase the number of service desk agents to process the incoming queries faster
- B. Recommend users to submit queries well in advance to ensure timely processing
- C. Prioritize incoming queries based on their type and associated urgency
- D. Implement separate service desks for incident and service requests

Answer: C

Explanation:
The best way to improve the situation is to prioritize incoming queries based on their type and associated urgency (B). The ITIL 4 Specialist: Create, Deliver and Support documentation (Section 4.2.3) states:
"Prioritization based on impact and urgency ensures that the most critical incidents are addressed promptly, optimizing resource use and minimizing business impact." The "first in, first out" rule fails when high-impact incidents are delayed, and this approach adjusts resource allocation dynamically. Option A increases costs without addressing prioritization; option C adds complexity; and option D shifts responsibility to users. The guide emphasizes: "Effective prioritization is a key practice in managing demand and ensuring service continuity." Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 4.2.3 - Prioritization in Service Desk Operations.

NEW QUESTION # 17
An organization wishes to acquire a service from a supplier in a different country but with similar working hours.
Which sourcing model should they use?

- A. Onshoring

- B. Offshoring
- C. Nearshoring
- D. Insourcing

Answer: C

Explanation:
Nearshoringinvolves sourcing services from a supplier in anearby countrywithsimilar working hours, facilitating easier communication and collaboration.

NEW QUESTION # 18
An organization has found that a significant amount of rework is required because tickets are escalated from the service desk team to higher tiers of support. This rework causes delays and results in recurring incidents as service desk agents rarely see how incidents are resolved. Which approach can be used to reduce this rework and its consequences?

- A. Train agents to capture the information required by each support team
- B. Validate the data when tickets are being created by service desk agents
- C. Limit the use of tickets to major and high-priority incidents
- D. Use swarming to improve collaboration and validate information

Answer: A

Explanation:
The approach to reduce rework is to train agents to capture the information required by each support team (B).
The ITIL 4 Specialist: Create, Deliver and Support documentation (Section 4.1.3) states: "Training service desk agents to collect comprehensive and accurate ticket data reduces escalation rework by ensuring higher tiers receive sufficient context, minimizing delays and recurring incidents." This empowers first-line support, unlike option A (validation is reactive), option C (restricts ticket use), or option D (swarming is broader but less targeted). The guide notes: "Effective training enhances ticket quality and resolution efficiency." Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 4.1.3 - Service Desk Training and Ticket Management.

NEW QUESTION # 19
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. Reducing the time spent assessing and approving changes
- C. Designing a continuous integration/continuous delivery pipeline
- D. Reducing the time it takes to provide environments for projects

Answer: C

Explanation:
Designing a continuous integration/continuous delivery (CI/CD) pipelineimproves theentire end-to-end value streamby enabling faster, automated delivery of product innovations to customers.

NEW QUESTION # 20
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