Free PDF Quiz ITIL - Useful ITIL-4-Specialist-Create-Deliver-and-Support - Exam ITIL 4 Specialist: Create, Deliver and SupportExam Answers

Once our professionals find the relevent knowledge on the ITIL-4-Specialist-Create-Deliver-and-Support exam questions, then the whole research groups will pick out the knowledge points according to the test syllabus. Also, they will also compile some questions about the ITIL-4-Specialist-Create-Deliver-and-Support practice materials in terms of their experience. Now, we have successfully summarized all knowledge points in line with the ITIL-4-Specialist-Create-Deliver-and-Support outline. And meanwhile, we keep a close eye on the changes of the exam to make sure what you buy are the latest and valid.

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

Topic	Details
Topic 1	• 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 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	• 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	• 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	• Service Automation and Technology: This section of the exam measures the skills of Automation Engineers and covers the integration of automation and technology in the development, delivery, and support of IT services. It includes understanding how tools and platforms streamline operations and increase efficiency.

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ITIL 4 Specialist: Create, Deliver and SupportExam Sample Questions (Q16-Q21):

NEW QUESTION # 16
A sales enablement service is being modified to improve the data that is presented to sales staff. This will be delivered as a series of incremental improvements.
Which are the TWO BEST ways to measure these changes?
1. Measure individual changes by the output that they create
2. Measure the overall success of multiple changes by the output that is created
3. Measure individual changes by the outcome that they create
4. Measure the overall success of multiple changes by the outcome that is created

- A. 2 and 3
- B. 1 and 2
- C. 1 and 4
- D. 3 and 4

Answer: D

Explanation:
Individual changes should be measured by the outcomethey create to ensure they deliver real value, and theoverall success of multiple changes should also be measured by the outcometo confirm that the cumulative improvements meet business objectives.

NEW QUESTION # 17
A service operations teammonitors 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. Improve operations team training
- B. Recruit and train additional operations staff
- C. Renegotiate service level targets
- D. Review and automate filtering of operations data

Answer: D

Explanation:
The best approach is to review and automate filtering of operations data (D). The ITIL 4 Specialist: Create, Deliver and Support guide (Section 4.2.4) states: "Automation of event filtering reduces human error by prioritizing critical events, ensuring operators focus on what matters and preventing breaches of service level targets." This leverages technology to address misses, unlike option A (costly staffing), option B (insufficient if overwhelmed), or option C (avoiding the root cause). The guide notes: "Effective event management relies on automated tools to enhance reliability." Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 4.2.4 - Event Management Automation.

NEW QUESTION # 18

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. Reducing the time it takes to provide environments for projects
- B. Designing a continuous integration/continuous delivery pipeline
- C. Reducing the time spent assessing and approving changes
- D. Minimizing handoffs between specialists within a development team

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 # 19

Users have specific product-related questions and want to provide product feedback.
What is the best way to enable two-way communication between these users and the organization's product team?

- A. Self-service portals
- B. Topic-based forums
- C. Event surveys
- D. Social media

Answer: B

Explanation:
Topic-based forums enable structured two-way communication between users and the product team, allowing users to ask questions and provide feedback directly.

NEW QUESTION # 20

An organization has many team members who work independently and spend time on the work which interests them the most.
Which recommendation is MOST applicable to this situation?

- A. Incorporate the organization's vision into the team culture
- B. Hold regular meetings focusing on problem solutions
- C. Encourage informal teams across the organization
- D. Promote a culture of learning and development

Answer: A

Explanation:
Incorporating the organization's vision into the team culture aligns individual efforts with organizational goals, ensuring that team members focus on work that contributes to overall success rather than personal interests.

NEW QUESTION # 21

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