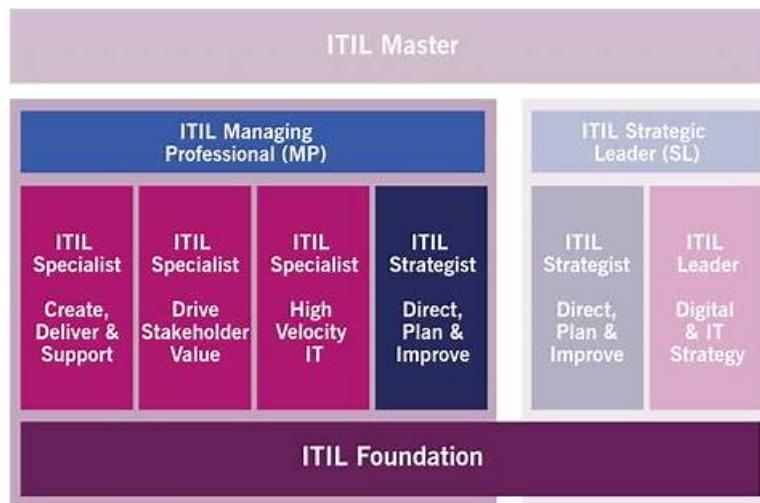


# Enhance Your Expertise and Attain ITIL ITIL-4-Specialist-CREATE-DELIVER-and-SUPPORT Certification with Ease



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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"><li>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.:</li></ul>
Topic 2	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 3	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 4	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 5	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 6	<ul style="list-style-type: none"><li>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.</li></ul>

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### ITIL 4 Specialist: Create, Deliver and Support Exam Sample Questions (Q73-Q78):

#### NEW QUESTION # 73

A mobile app development company has implemented a new strategy in its software development process.

Instead of large, infrequent updates, it now releases smaller updates every two weeks. These updates are shaped by regular user reviews and suggestions, which the company actively seeks and incorporates into each new version. Which guiding principle is this approach MOST closely aligned with?

- A. Progress iteratively with feedback
- B. Focus on value
- C. Optimize and automate
- D. Think and work holistically

#### Answer: A

Explanation:

This approach is most closely aligned with the guiding principle of progress iteratively with feedback (B).

The ITIL 4 Specialist: Create, Deliver and Support guide (Section 2.1.2) states: "Progress iteratively with feedback involves delivering work in smaller increments, using feedback from users to refine and improve services, ensuring alignment with needs and enhancing value stream efficiency." The two-week updates and user input exemplify this principle, contrasting with option A (holistic focus), option C (value focus without iteration), or option D (automation emphasis). The guide adds: "This principle supports rapid adaptation and quality improvement." Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 2.1.2 - Guiding Principles.

#### NEW QUESTION # 74

Which statement about 'service integration as a service' is CORRECT?

- A. The service integrator can be easily replaced by other vendors to leverage better pricing
- B. The service integrator provides services and manages other vendors
- C. The service integrator does not deliver any services to the organization
- D. Multiple vendors provide the service integration and management function

#### Answer: B

Explanation:

In service integration as a service, the service integrator both provides services and manages other vendors, ensuring seamless delivery across multiple suppliers.

#### NEW QUESTION # 75

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. Advanced analytics
- **C. Flexible workflow automation**
- D. High availability and security

**Answer: C**

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 # 76**

An organization experiences a high level of variation in the demand for its development services. The organization has the capacity to fulfil the overall level of demand but wants to reduce the variation so that it does not have to prioritize work at peak times. Which action would BEST help the organization influence the demand for its services?

- **A. Reducing the charges for less busy periods**
- B. Increasing the number of test specialists
- C. Introducing continuous integration and deployment
- D. Engaging with a supplier to outsource tasks

**Answer: A**

Explanation:

Reducing the charges for less busy periods helps influence and smooth out demand, encouraging customers to request services during lower-demand times and reducing peaks.

#### **NEW QUESTION # 77**

A service desk uses triage to ensure they work on the most urgent tasks first. This sometimes causes user satisfaction issues, because low priority requests can wait a long time before anyone starts to work on them.

What is the BEST way to manage this issue?

- A. Train users so that they know their requests might be delayed if there are many higher priority tasks in the backlog
- B. Use first-in first-out prioritization instead of triage, to ensure that tasks are worked on in the order that they are requested
- **C. Increase the priority of requests that have been waiting a long time and are at risk of breaching agreed service levels**
- D. Recruit more service desk staff so that they are able to work on low priority requests even when there are many higher priority tasks

**Answer: C**

Explanation:

Increasing the priority of requests that have been waiting too long helps prevent service level breaches and improves user satisfaction without undermining the triage approach for urgent tasks.

#### **NEW QUESTION # 78**

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