

高效的ITIL-4-Specialist-Create-Deliver-and-Support題庫分享和資格考試和免費下載中的領先提供商ITIL-4-Specialist-Create-Deliver-and-Support最新考證



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ITIL 的 ITIL-4-Specialist-Create-Deliver-and-Support 考古題覆蓋了最新的考試指南，根據真實的 ITIL-4-Specialist-Create-Deliver-and-Support 考試真題編訂，確保每位考生順利通過 ITIL-4-Specialist-Create-Deliver-and-Support 考試。如果在考試過程中變題了，考生可以享受免費更新一年的考題服務，保障了考生的權利。ITIL-4-Specialist-Create-Deliver-and-Support 考試適合於 ITIL 技術人士開發，目的是為了測驗考生基於各種平臺的設計和開發應用知識技能。考生要考取 ITIL-4-Specialist-Create-Deliver-and-Support 認證，必須要擁有兩年開發技術領域的能力。

ITIL ITIL-4-Specialist-Create-Deliver-and-Support 考試大綱：

主題	簡介
主題 1	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.
主題 2	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.

主題 3	• 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.
主題 4	• 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.

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最新的 ITIL 4 Managing Professional ITIL-4-Specialist-Create-Deliver-and-Support 免費考試真題 (Q16-Q21):

問題 #16

A service desk team acts as a single point of contact for its users. Service desk team members are the first-line support; however, if they are unable to resolve the incidents, they are escalated to second-line support. This tiered support structure has resulted in large queues of unresolved tickets.

Which concept or approach would help the organization resolve this situation?

- A. Results-based measurement
- **B. Swarming**
- C. Outsourcing
- D. Advanced analytics

答案： B

解題說明：

Swarming involves bringing together specialists from different areas to collaborate immediately on incidents without rigid escalation tiers, helping to reduce queues and speed up resolution.

問題 #17

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

答案： D

解題說明：

Using swarming improves collaboration between service desk agents and support teams, allowing real-time knowledge sharing, better information validation, and reducing rework and delays.

問題 #18

Which approach may help to improve incident resolution times by moving support activities from specialist teams to frontline teams or users?

- A. Shortest item first
- B. Swarming
- C. Shift-left
- D. Robotic process automation

答案: C

解題說明:

The approach that may help is shift-left (C). The ITIL 4 Specialist: Create, Deliver and Support documentation (Section 3.3.1) states: "The shift-left approach moves support activities to frontline teams or users through self-service or enhanced first-line capabilities, reducing resolution times by minimizing escalations to specialists." This directly addresses the scenario, unlike option A (prioritization method), option B (team collaboration), or option D (automation tool). The guide notes: "Shift-left enhances efficiency and user empowerment in incident management." Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 3.3.1 - Shift-Left Approach.

問題 #19

A service desk manager is creating a job profile for a service desk team lead. The following requirements have been identified:

Ability to use company processes and tools

Leadership skills

Knowledge of service desk objectives

What Is the MOST important additional requirement for the job profile?

- A. Technical knowledge of the supported products
- B. Knowledge of how to log incidents and service requests
- C. Experience of financial management
- D. Commitment to continual improvement

答案: D

解題說明:

A commitment to continual improvement is crucial for a service desk team lead to drive team performance, enhance service quality, and align with the organization's goals for ongoing development.

問題 #20

Which statement about collaboration is CORRECT?

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

答案: B

解題說明:

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

問題 #21

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