

Exam ITIL-4-CDS Simulator Fee - Study ITIL-4-CDS Tool



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Peoplecert ITIL-4-CDS Exam Syllabus Topics:

Section	Objectives
Topic 1: Information and Technology	- Supporting technologies • 1. Service management technologies • 2. Automation and tool integration
Topic 2: Prioritization and Work Management	- Work planning and prioritization • 1. Backlog management • 2. Capacity and demand management
Topic 3: Organizational Structure and Teams	- Team culture and collaboration • 1. Team capabilities and competencies • 2. Workforce planning and development
Topic 4: Introduction to Create, Deliver and Support	- Core concepts of service value streams • 1. Value streams and workflows • 2. Service value system integration
Topic 5: Value Stream Design and Development	- Designing service value streams • 1. Customer journey mapping • 2. Service design considerations

Topic 6: Create, Deliver and Support Practices	- Supporting management practices • 1. Problem management • 2. Service desk • 3. Knowledge management • 4. Incident management • 5. Change enablement - Service performance and quality • 1. Continual improvement • 2. Monitoring and measurement
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If you want to improve your career prospects, obtaining ITIL 4 Specialist: Create, Deliver and Support, ITIL-4-CDS exam certificate is a great way for you. ITIL 4 Specialist: Create, Deliver and Support certificate will help you land a job in the industry. After passing the ITIL 4 Specialist: Create, Deliver and Support you can increase your earning potential. This is because employers are ready to pay more for candidates who have passed the Peoplecert ITIL-4-CDS Certification test. Success in the ITIL-4-CDS exam can impact your promotion. If you are already an employee you can promote yourself to the highest level after passing the Peoplecert ITIL-4-CDS test.

Peoplecert ITIL 4 Specialist: Create, Deliver and Support Sample Questions (Q58-Q63):

NEW QUESTION # 58

An internal service provider of a large retail organization is working on a major update of the self-checkout terminals used in the supermarkets. The update includes new hardware, software, and integration with a new card payment system. How should the service provider ensure that the update is sufficiently tested?

- A. Include user experience and perception in the scope of testing and involve multiple teams
- B. Delegate to the vendor testing of the terminals and the card payment system
- C. Limit testing to the pre-agreed technical criteria and use a dedicated team of testers
- D. Focus testing solely on user experience and delegate it to operational teams

Answer: A

NEW QUESTION # 59

An organization experiences delays when creating and changing products and services. This is largely because software developers store code in their individual repositories.

Which approach would help to resolve this situation?

- A. Continuous deployment
- B. Change enablement
- C. Continuous delivery
- D. Continuous integration

Answer: D

NEW QUESTION # 60

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

Answer: A

NEW QUESTION # 61

An organization plans to launch a global, cloud-native analytics service that integrates data from multiple regions, adheres to diverse compliance mandates, and scales dynamically with usage.

During the value-stream's Design and Transition phase, which practice is chiefly responsible for creating the service design package detailing service architectures, policies, metrics, and operational models and ensuring it aligns with stakeholder requirements across all four dimensions of service management?

- A. Service Level Management Practice
- B. Information Security Management Practice
- C. Relationship Management practice
- D. Service Design practice

Answer: D

Explanation:

The Service Design practice owns the preparation of the service design package, which includes architectural blueprints, data flows, compliance requirements, organizational structures, and measurement models. It synthesizes stakeholder and customer requirements into a coherent design that addresses the four dimensions: organizations and people, information and technology, partners and suppliers, and value streams and processes. By doing so, it ensures that the new analytics service is fit for purpose, fit for use, and can be reliably transitioned into production.

NEW QUESTION # 62

A large organization has a centralized service desk, and many different teams that help to resolve incidents and manage service requests. They also use many different suppliers to support these activities.

What is the minimum number of different value streams that they need, in order to manage this work?

- A. One value stream for the organization, and separate value streams for each supplier
- B. One value stream for all activity that arrives via the service desk
- C. One value stream for the organization, and separate value streams for each team
- D. One value stream for resolving incidents, and a separate value stream for managing service requests

Answer: B

NEW QUESTION # 63

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