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DATABASE MANAGEMENT SYSTEMS EXAM 1 LATEST UPDATE 2026 QUESTIONS WITH CORRECT ANSWERS PLUS RATIONALES | GRADED A

1. What is a Database?

Answer: A structured collection of related data

Rationale: Databases store data in an organized way to allow efficient access and management.

2. A DBMS is best described as:

- A. A programming language
- B. A file system
- C. Software for managing databases
- D. A hardware device

Answer: C

Rationale: A DBMS is software that creates, manages, and controls access to databases.

3. Which of the following is NOT a function of a DBMS?

- A. Data storage
- B. Data security
- C. Data redundancy increase
- D. Data retrieval

Answer: C

Rationale: DBMSs aim to **reduce**, not increase, redundancy.

4. Example of a DBMS:

- A. Microsoft Word
- B. Oracle
- C. Linux
- D. Python

Answer: B

Rationale: Oracle is a relational DBMS.

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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">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.
Topic 2	<ul style="list-style-type: none">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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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.

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ITIL 4 Specialist: Create, Deliver and Support Exam Sample Questions (Q30-Q35):

NEW QUESTION # 30

An organization is considering how a new service will be supported when it goes live. There are many teams that will contribute to the support of the service.

Which approach should the organization follow when creating a value stream to support the new service?

- **A. Create one value stream for the entire set of support activities**
- B. Create one value stream for every lifecycle phase of support requests
- C. Create one value stream for each support team
- D. Create separate value streams for practices, people, tools and suppliers

Answer: A

Explanation:

Creating one value stream for the entire set of support activities ensures an end-to-end view of how the service will be supported, promoting integration across all contributing teams.

NEW QUESTION # 31

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 all activity that arrives via the service desk**
- B. One value stream for the organization, and separate value streams for each supplier
- 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: A

Explanation:

A single value stream can manage all activity that arrives via the service desk, regardless of which internal team or supplier is involved, enabling streamlined and consistent handling of incidents and service requests.

NEW QUESTION # 32

A service provider is aiming to optimize service management activities to ensure high quality of services and eliminate waste. Each practice and team have been working on continual improvement and implemented a large number of improvements. However, improvement in overall efficiency and in service quality has been lower than expected. What is the BEST approach for the service provider to take to resolve this?

- A. Implement Agile methods to improve software development
- B. Implement the continual improvement model for all teams to follow
- C. Use value stream mapping to analyze and optimize end-to-end workflows
- D. Use automation to optimize service value streams

Answer: C

Explanation:

The best approach is to use value stream mapping to analyze and optimize end-to-end workflows (B). The ITIL 4 Specialist: Create, Deliver and Support study guide (Section 2.3.2) states: "Value stream mapping provides a holistic view of workflows, identifying waste and inefficiencies across practices, even when individual improvements are in place, to enhance overall service quality and efficiency." This addresses the disconnect between team-level efforts and system-wide results, unlike option A (already in use), option C (a tool, not a strategy), or option D (software-specific). The guide adds: "Mapping ensures alignment of improvements with value stream goals." Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 2.3.2 - Value Stream Mapping for Optimization.

NEW QUESTION # 33

An organization with established processes for managing incidents, changes, and problems, receives a high volume of calls from users complaining that their issues are not being resolved efficiently. What should the organization do FIRST to start to improve the situation?

- A. Improve the integration of tools to ensure there are no gaps between processes
- B. Review skills and competencies of user support staff to ensure they have the required capability
- C. Encourage teams to collaborate so they can focus on value for users
- D. Use value stream mapping to help understand the end-to-end flow of user support

Answer: D

Explanation:

The organization should first use value stream mapping to help understand the end-to-end flow of user support (A). The ITIL 4 Specialist: Create, Deliver and Support study guide (Section 2.3.1) states: "Value stream mapping is the initial step to visualize and analyze the flow of activities, identifying inefficiencies and delays in service delivery processes." This provides a foundation for addressing user complaints by pinpointing bottlenecks before implementing solutions like collaboration (B), tool integration (C), or skill reviews (D). The guide emphasizes: "Mapping ensures a holistic view, essential for effective planning and improvement." Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 2.3.1 - Value Stream Mapping.

NEW QUESTION # 34

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

Answer: D

Explanation:

The most important additional requirement is commitment to continual improvement (B). The ITIL 4 Specialist: Create, Deliver and Support documentation (Section 4.1.2) identifies this as critical for a team lead to drive ongoing enhancements in service desk performance, aligning with ITIL's continual improvement principle. This ensures the lead fosters a culture of progress, complementing the given skills. Option A is operational and basic; option C is less relevant for a lead role; and option D, while useful, is secondary

to improvement focus. The guide underscores leadership in improvement initiatives.
Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 4.1.2 - Leadership in Service Desk Roles.

NEW QUESTION # 35

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