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Peoplecert ITIL 4 Specialist: Create, Deliver and Support Sample Questions (Q40-Q45):

NEW QUESTION # 40

During a service design workshop, a development team aims to tailor their solutions to the needs and circumstances of the target users. What is the BEST approach for the team to achieve this?

- A. Involve many users from every target group in all steps of the design
- B. Interview customers about their preferences
- C. Use the latest technology capabilities to improve the look and feel of the designed solution
- D. Create realistic user personas based on the gathered user data

Answer: D

NEW QUESTION # 41

Which is a reason why an organization should create competency profiles for each role?

- A. To plan the professional development of team members
- B. To plan to fill all the mandatory ITIL roles
- C. To ensure that IT specialists have pi-shaped skill profiles
- D. To ensure that technical skills are included in each profile

Answer: A

NEW QUESTION # 42

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

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

Answer: A

NEW QUESTION # 43

When verifying that an incident has been resolved, which is an example of value as perceived by a user?

- A. A swift restoration of a point of sale system, enabling customers to be served with minimal disruption
- B. A better understanding of a complex networking scenario, enabling the creation of a new knowledge article
- C. An incident resolved within the target SLA time, enabling efficient use of service desk resources
- D. An accurate and complete incident record, enabling subsequent trend analysis of incidents

Answer: A

NEW QUESTION # 44

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

Answer: A

NEW QUESTION # 45

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