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ITIL 4 Specialist: Create, Deliver and SupportExam Sample Questions (Q33-Q38):

NEW QUESTION # 33
A popular social media app is part of a complex network of systems. Most changes to the service are successful, except for those made by a development team that has many failed changes.
Which is the BEST approach to reduce the number of failures?

- A. Create a standard change model for development changes and initiate as a service request
- B. Increase the size of development changes to make them easier to handle and increase success
- C. Initiate development changes as emergency changes so that errors can be identified quickly
- D. Create a change model for development changes that includes the use of safe-to-fail testing

Answer: D

Explanation:
Creating a change model that includes safe-to-fail testing allows development changes to be tested in controlled conditions, reducing the risk of failure and improving change success rates.

NEW QUESTION # 34
A service provider works with a diverse group of customers, including corporate, private, and partner organizations. The service provider's service desk supports users from all customer organizations. However, different users prefer different communication channels. In response to their preferences, the service provider implemented email, chat, phone, and website contact form for the users to contact the service desk. The service desk team is increasingly struggling to monitor all channels and respond timely. Some user queries are not noticed early enough, and the users are complaining. What should the service provider do to improve the situation?

- A. Integrate all channels to support smooth switching between them for users and support agents
- B. Close the least popular communication channels to reduce the complexity
- C. Assign dedicated service desk agents to monitor each channel
- D. Allocate one most suitable channel to each customer type

Answer: A

Explanation:
The service provider should integrate all channels to support smooth switching between them for users and support agents (C). The ITIL 4 Specialist: Create, Deliver and Support documentation (Section 4.2.2) emphasizes the importance of a unified service desk experience, where channel integration enables a seamless omnichannel approach. This reduces the team's monitoring burden by centralizing interactions, ensures timely responses through a single queue or dashboard, and addresses user complaints by maintaining flexibility across preferred channels. Option A risks alienating users who rely on less popular channels; option B increases resource demands without addressing root issues; and option D limits user choice, potentially worsening satisfaction. The guide highlights that effective channel management enhances service desk efficiency, a critical aspect of supporting diverse customer bases.
Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 4.2.2 - Omnichannel Service Desk Management.

NEW QUESTION # 35
Which is an example of a divisional organizational structure?

- A. An organization which does not have a layered management structure
- B. An organization which has arranged its teams in a hierarchical authority structure

- C. An organization which uses a grid of reporting relationships
- D. An organization which has a different business unit for each of its products

Answer: D

Explanation:
Anorganization with a different business unit for each of its productsis an example of adivisional organizational structure, where divisions are typically based on products, services, or markets.

NEW QUESTION # 36
Which is an example of results-based measurement and reporting?

- A. Measuring and reporting the number of supplier-related interruptions to a service
- B. Measuring and reporting the cost of providing a service to customers and users
- C. Measuring and reporting customer satisfaction with closed incidents
- D. Measuring and reporting the number of hours worked by service desk staff

Answer: C

Explanation:
Measuring and reporting customer satisfactionwith closed incidents focuses directly on theoutcomes and value deliveredto customers, which is the essence of results-based measurement.

NEW QUESTION # 37
An internal service provider of a charity foundation wants to ensure that all queries coming from users and customers are processed within the agreed time. Records show that the flow of incoming queries is uneven; the teams processing the queries may be overwhelmed one day and have idle capacity on another. What is the BEST way for the service provider to ensure timely processing of all queries?

- A. Limit the number of incoming queries so they could be processed on time
- B. Prioritize all incoming queries according to their economic value to maximize profit and minimize penalties
- C. Increase capacity to process all queries without delays
- D. Prioritize queues using a combination of criteria to maximize value and minimize risks

Answer: D

Explanation:
The best way is to prioritize queues using a combination of criteria to maximize value and minimize risks (B).
The ITIL 4 Specialist: Create, Deliver and Support study guide (Section 4.2.3) states: "Prioritization should balance impact, urgency, and value, ensuring efficient resource use and timely resolution, especially in uneven demand scenarios." This approach adapts to fluctuating query volumes, unlike option A which focuses on profit (less relevant for a charity), option C which is costly and may not address root causes, or option D which restricts access. The guide notes: "Dynamic prioritization enhances service desk resilience under variable workloads." Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 4.2.3 - Prioritization in Service Desk Operations.

NEW QUESTION # 38
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