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ITIL ITIL-4-Specialist-Create-Deliver-and-Support Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• 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 3	• Customer and User Experience: This section of the exam measures the skills of Service Experience Managers and covers aligning service delivery with customer expectations. It focuses on delivering satisfying experiences by quickly and effectively addressing user needs and service issues.
Topic 4	• 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 5	• 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.

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ITIL 4 Specialist: Create, Deliver and SupportExam Sample Questions (Q17-Q22):

NEW QUESTION # 17
Which is an example of using a 'shift-left' approach to optimize password resets?

- A. Allow users to reset their own passwords using an automated tool
- B. Encourage users to remember or safely record their passwords to reduce the number of password resets
- C. Automatically assign a high priority to password reset requests to resolve them faster
- D. Train service desk agents to categorize password resets as service requests

Answer: A

Explanation:
Allowing users to reset their own passwords using an automated tool (A) is an example of the shift-left approach. The ITIL 4 Specialist: Create, Deliver and Support documentation (Section 3.3.1) defines shift-left as moving tasks to earlier stages or to the user, enhancing efficiency by reducing service desk workload.
Options B, C, and D do not shift the task to the user or an earlier stage.
Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 3.3.1 - Shift-Left Approach.

NEW QUESTION # 18
A service desk uses triage to ensure they work on the most urgent tasks first. This sometimes causes user satisfaction issues, because low priority requests can wart a long time before anyone starts to work on them.
What is the BEST way to manage this issue?

- A. Recruit more service desk staff so that they are able to work on low priority requests even when there are many higher priority tasks
- B. Use first-in first-out prioritization instead of triage, to ensure that tasks are worked on in the order that they are requested
- C. Increase the priority of requests that have been waiting a long time and are at risk of breaching agreed service levels
- D. Train users so that they know their requests might be delayed if there are many higher priority tasks in the backlog

Answer: C

Explanation:
Increasing the priority of requeststhat have been waiting too long helpsprevent service level breachesand improves user satisfaction without undermining the triage approach for urgent tasks.

NEW QUESTION # 19

A service desk uses triage to ensure they work on the most urgent tasks first. This sometimes causes user satisfaction issues, because low priority requests can wart a long time before anyone starts to work on them.
What is the BEST way to manage this issue?

- A. Recruit more service desk staff so that they are able to work on low priority requests even when there are many higher priority tasks
- B. Use first-in first-out prioritization instead of triage, to ensure that tasks are worked on in the order that they are requested
- C. Increase the priority of requests that have been waiting a long time and are at risk of breaching agreed service levels
- D. Train users so that they know their requests might be delayed if there are many higher priority tasks in the backlog

Answer: C

Explanation:
Increasing the priority of requeststhat have been waiting too long helpsprevent service level breachesand improves user satisfaction without undermining the triage approach for urgent tasks.

NEW QUESTION # 20
Which concept focuses on understanding the different levels within systems and ensuring that multiple systems are aligned and unified when designing services?

- A. Robotic process automation
- B. ICI/CD
- C. Integration and data sharing
- D. Customer orientation

Answer: C

Explanation:
Integration and data sharingfocus onaligning and unifying multiple systemsto ensure smooth, cohesive service design and delivery.

NEW QUESTION # 21
What is the goal of the 'shift-left' approach?

- A. Integrating multiple suppliers in a value stream for effective service management
- B. Automating repetitive processes using robots and AI
- C. Repositioning tasks to earlier stages in the process to boost workflow efficiency
- D. Implementing Agile practices for continuous software development

Answer: C

Explanation:
The goal of the 'shift-left' approach is repositioning tasks to earlier stages in the process to boost workflow efficiency (A). The ITIL 4 Specialist: Create, Deliver and Support guide (Section 3.3.1) explicitly defines shift-left as a strategy to move activities, such as support or testing, closer to the point of origin-often to users or frontline teams-to reduce delays, improve response times, and enhance overall service delivery.
This approach leverages automation and self-service tools to empower users, thereby streamlining workflows and reducing the burden on higher-tier support teams. Option B focuses on automation alone, which is a supporting mechanism but not the core goal; option C relates to Agile methodologies, which are distinct from shift-left; and option D pertains to supplier integration, which is unrelated to this concept. The emphasis on efficiency is further supported by examples like self-service password resets, where tasks are shifted to users, aligning with ITIL's focus on value co-creation.
Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 3.3.1 - Shift-Left Approach and Workflow Optimization.

NEW QUESTION # 22
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