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Peoplecert ITIL 4 Specialist: Create, Deliver and Support Sample Questions (Q79-Q84):

NEW QUESTION # 79

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

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 # 80

An internal service provider has made the service desk a single point of contact for all user queries, including incidents, service requests, complaints, and compliments. To ensure a fair allocation of the service desk resources, a common rule for processing all incoming queues has been agreed: "first in, first out." It has soon become apparent that some incidents reported by users spend too much time waiting to be processed and triaged by the service desk. This leads to delayed incident resolution and negative business impact. What is the BEST way to improve the situation?

- A. Recommend users to submit queries well in advance to ensure timely processing
- B. Implement separate service desks for incident and service requests
- C. Prioritize incoming queries based on their type and associated urgency
- D. Increase the number of service desk agents to process the incoming queries faster

Answer: C

NEW QUESTION # 81

In a mature ITIL 4 practice environment, incidents are automatically generated from monitoring events, enriched with CI data from the CMDB, and routed through automated priority matrices.

Major-incident teams must be alerted based on dynamic impact thresholds, and linked knowledge articles should surface during ticket resolution. Which ONE practice is accountable for defining and governing this entire ticket lifecycle from auto-creation and CI integration to automated escalations, major-incident protocols, and closure criteria?

- A. Incident Management practice
- B. Event Management practice
- C. Service Request Management practice
- D. Problem Management practice

Answer: A

Explanation:

The Incident Management practice owns the complete lifecycle of unplanned service disruptions.

It defines how incidents are captured whether via user reports or automated event triggers, how CI attributes inform categorization and impact assessment, and how dynamic priority matrices drive automated escalations. It also prescribes major-incident procedures, integrates knowledge- article recommendations into the resolution workflow, and enforces closure criteria once service restoration is verified.

NEW QUESTION # 82

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

- A. Continuous delivery
- B. Continuous integration
- C. Continuous deployment
- D. Continual improvement

Answer: B

NEW QUESTION # 83

A service provider is redesigning its service management system using value stream management and mapping. The service management team is reviewing the role of practices in various value streams. There is an argument about the role of deployment

management as software development and service management teams see its role differently. What is the BEST approach to define the role of deployment management practice in value streams?

- A. Deployment management plays an important role in any value stream requiring transition of service components to production environment
- B. Deployment management does not play any role in the incident resolution value stream
- C. Deployment management plays an important role only in creation of new services developed within the organization
- D. Deployment management plays an important role in creation of new and changed services; it does not contribute to other value streams

Answer: A

NEW QUESTION # 84

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