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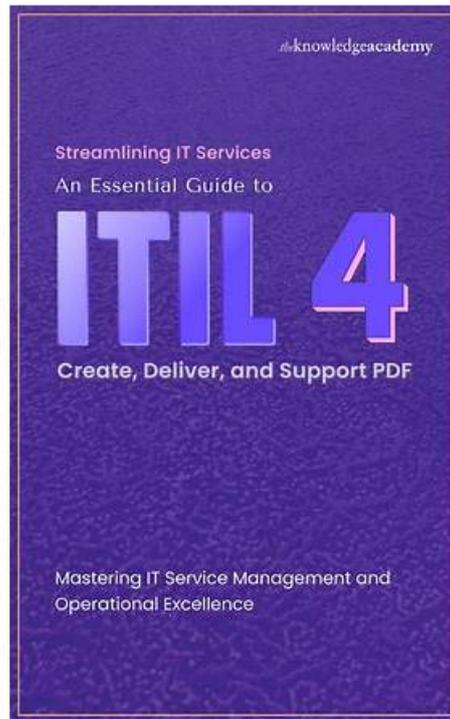
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ITIL 4 Specialist: Create, Deliver and SupportExam Sample Questions (Q53-Q58):

NEW QUESTION # 53
To stay ahead of its competition, an organization's leadership team is focused on ensuring that product innovations reach customers quickly. A team is discussing how it can leverage value stream mapping in support of this goal. The team wants to improve the entire end-to-end value stream.
Which improvement is MOST LIKELY to improve the entire value stream?

- A. Reducing the time spent assessing and approving changes
- B. Reducing the time it takes to provide environments for projects
- C. Minimizing handoffs between specialists within a development team
- D. Designing a continuous integration/continuous delivery pipeline

Answer: D

Explanation:
Designing a continuous integration/continuous delivery (CI/CD) pipelineimproves theentire end-to-end value streamby enabling faster, automated delivery of product innovations to customers.

NEW QUESTION # 54
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. Commitment to continual improvement
- B. Technical knowledge of the supported products
- C. Knowledge of how to log incidents and service requests
- D. Experience of financial management

Answer: A

Explanation:
Acommitment to continual improvementis crucial for a service desk team lead to drive team performance, enhance service quality, and align with the organization's goals for ongoing development.

NEW QUESTION # 55
An organization is planning to implement a new service management toolset for effective integration of management practices. Which feature of the service management toolset will be the MOST important in achieving this?

- A. Inventory and discovery of IT assets
- B. Advanced analytics

- C. Flexible workflow automation
- D. High availability and security

Answer: C

Explanation:
The most important feature is flexible workflow automation (A). The ITIL 4 Specialist: Create, Deliver and Support guide (Section 2.4.1) states that automation enables seamless integration of practices by streamlining processes, which is crucial for building effective service value streams. Other features like inventory (B), analytics (C), and security (D) are supportive but secondary to integration.
Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 2.4.1 - Toolset Features for Integration.

NEW QUESTION # 56
An organization has received complaints from customers regarding incident resolution times. The organization is using value stream mapping to visualize the activities involved in restoring service following an outage. The team has designed an optimized flow that begins with the incident being generated by a monitoring tool and ends when service is restored. Leadership is concerned that this approach has failed to provide the insight needed to reduce delays. Which is the BEST action the team can take to address leadership's concern?

- A. Introduce additional sources of demand
- B. Automate repeatable work activities
- C. Determine where work is sitting in queues
- D. Compare the map to actual activities

Answer: C

Explanation:
The best action is to determine where work is sitting in queues (A). The ITIL 4 Specialist: Create, Deliver and Support study guide (Section 2.3.1) explains that value stream mapping should identify bottlenecks, such as queues, to optimize flow and reduce delays. This addresses leadership's concern by providing actionable insights into delay causes. Option C is useful but less specific; option D automates after identifying issues; and option B would exacerbate delays.
Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 2.3.1 - Value Stream Mapping and Bottleneck Analysis.

NEW QUESTION # 57
Which is an example of using a 'shift-left' approach to optimize password resets?

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

Answer: C

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 # 58
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