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ITIL 4 Specialist: Create, Deliver and Support Exam Sample Questions (Q47-Q52):

NEW QUESTION # 47

Which is an example of a divisional organizational structure?

- A. An organization which uses a grid of reporting relationships
- B. An organization which has arranged its teams in a hierarchical authority structure
- **C. An organization which has a different business unit for each of its products**
- D. An organization which does not have a layered management structure

Answer: C

Explanation:

An organization with a different business unit for each of its products is an example of a divisional organizational structure, where divisions are typically based on products, services, or markets.

NEW QUESTION # 48

Which concept is commonly applied to help organizations process and interpret unstructured text, with the aim to produce summaries or translations?

- A. Information models
- B. ITSM software
- **C. Artificial intelligence**
- D. Advanced analytics

Answer: C

Explanation:

Artificial intelligence is commonly applied to process and interpret unstructured text, enabling tasks such as generating summaries, translations, and extracting meaningful insights.

NEW QUESTION # 49

An organization is in the process of restoring the online payment app service, and its IT teams have reached a stage where creative problem-solving is needed. What does this situation describe?

- A. Algorithmic task
- B. Cooperation
- C. Servant leadership
- **D. Heuristic task**

Answer: D

Explanation:

This situation describes a heuristic task (D). The ITIL 4 Specialist: Create, Deliver and Support guide (Section 3.3.3) explains: "Heuristic tasks require creative problem-solving and judgment, often encountered in complex service restoration

scenarios where predefined solutions are insufficient." The need for creativity in restoring the payment app fits this definition, contrasting with algorithmic tasks (C) that follow set procedures. Option A (cooperation) and B (servant leadership) are enablers but not the task type. The guide adds: "Heuristic tasks are common in incident and problem management, necessitating skilled intervention." Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 3.3.3 - Task Types in Service Management.

NEW QUESTION # 50

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

Answer: D

Explanation:

The best approach is that deployment management plays an important role in any value stream requiring transition of service components to the production environment (C). According to the ITIL 4 Specialist:

Create, Deliver and Support guide (Section 3.2.2), deployment management ensures smooth transitions across value streams, including creation, delivery, and support, not just new service creation. Options A and B are too restrictive, and option D is incorrect as deployment can support incident resolution indirectly.

Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 3.2.2 - Deployment Management in Value Streams.

NEW QUESTION # 51

An organization has many team members who work independently and spend time on the work which interests them the most. Which recommendation is MOST applicable to this situation?

- A. Incorporate the organization's vision into the team culture
- B. Hold regular meetings focusing on problem solutions
- C. Promote a culture of learning and development
- D. Encourage informal teams across the organization

Answer: A

Explanation:

Incorporating the organization's vision into the team culture aligns individual efforts with organizational goals, ensuring that team members focus on work that contributes to overall success rather than personal interests.

NEW QUESTION # 52

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