

ITIL ITIL-4-Specialist-Create-Deliver-and-Support Pass4sure Dumps Pdf, ITIL-4-Specialist-Create-Deliver-and-Support Accurate Prep Material



The page features the Netec logo (a stylized 'N' and 'e' in white) and the ITIL logo (a blue square with 'ITIL' and 'ACCREDITED TRAINING PROVIDER' text). The title 'ITIL 4 Specialist: Create, Deliver and Support' and subtitle 'ITIL 4 CDS' are prominently displayed. A detailed course description follows, along with sections for 'What you'll learn', 'Prerequisites', 'Related Certifications', and 'Who should attend', each with a list of bullet points. At the bottom, there's a footer with social media icons and contact information: 'www.netec.com' and 'servicio@netec.com'.

ITIL 4 Specialist: Create, Deliver and Support
ITIL 4 CDS

This course provides those IT leaders, practitioners and support staff who already hold the ITIL 4 foundation qualification with an understanding of how to integrate different value streams and activities to create, deliver and support IT-enabled products and services, and relevant practices, methods and tools. It gives them an understanding of service performance, service quality and improvement methods. The course is based on the ITIL 4 best practice service value system featured in the latest 2019 guidelines.

What you'll learn: The course will help students to:

- Understand how to plan and build a service value stream to create, deliver and support services
- Know how relevant ITIL 4 practices contribute to creation, delivery and support across the SVS and value streams
- Know how to create, deliver and support services
- Preparation to sit the ITIL 4 Create, Deliver, Support examination
- Understand the role of governance, risk and compliance and how to integrate the principles and methods into the service value system
- Understand and know how to use the key principles and methods of Organizational Change Management to direction, planning and improvement
- Preparation to sit the ITIL 4 foundation examination

Prerequisites: Candidates must hold the ITIL 4 Foundation certificate.

- ITIL® 4 Foundation

Related Certifications: This course prepares delegates for the ITIL 4 Specialist: Create, Deliver and Support examination and is one of the four modules that lead to the award of ITIL 4 Managing Professional status.

Who should attend:

- Individuals continuing their journey in service management
- ITSM managers and aspiring ITSM managers

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

Topic	Details
Topic 1	<ul style="list-style-type: none"> Service Support: This section of the exam measures the skills of Technical Support Specialists and covers the support functions required to manage and maintain IT services. It includes practices for issue resolution, incident management, and sustaining service reliability over time.
Topic 2	<ul style="list-style-type: none"> Service Delivery: This section of the exam measures the skills of IT Operations Managers and covers the core processes and activities essential for the effective delivery of IT services. It emphasizes the importance of managing service transitions and operations to maintain consistent, high-quality service output.
Topic 3	<ul style="list-style-type: none"> 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 4	<ul style="list-style-type: none"> 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 5	<ul style="list-style-type: none"> 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.
Topic 6	<ul style="list-style-type: none"> Continuous Improvement: This section of the exam measures the skills of Process Improvement Analysts and covers leveraging feedback and data to enhance services, processes, and practices. It supports the ITIL framework's emphasis on ongoing service enhancement and operational maturity.

ITIL 4 Specialist: Create, Deliver and Support Exam Sample Questions (Q63-Q68):

NEW QUESTION # 63

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

Answer: B

Explanation:

Continuous integration (CI) is a practice that involves frequently integrating code changes into a shared repository, allowing teams to detect and resolve issues early. In the context of the scenario, where delays occur due to developers using individual repositories, CI would help by enabling regular integration of code, reducing conflicts, and streamlining the development process. This aligns with the ITIL 4 Specialist: Create, Deliver and Support guidance on optimizing value streams through effective planning and building practices.

The official ITIL 4 CDS study guide (Section 2.2.1) emphasizes that CI reduces delays by automating integration and testing, which is critical when managing service creation and changes. Other options like continuous delivery (B) and continuous deployment (C) are subsequent steps that build on CI, while continual improvement (D) is a broader practice not specifically addressing the repository issue.

Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 2.2.1 - Value Stream Optimization.

NEW QUESTION # 64

An organization wants to encourage its employees to suggest improvements to its practices. However, employees are reluctant to suggest improvements because their suggestions have been ignored in the past. The employees do not trust their managers to be open and transparent. Which concept should be applied to overcome this challenge?

- A. Workforce planning and management
- B. Working with a customer-oriented mindset
- **C. A continual improvement culture**
- D. Shift-left

Answer: C

Explanation:

The organization should apply a continual improvement culture (C). The ITIL 4 Specialist: Create, Deliver and Support study guide (Section 3.4.1) defines this culture as one that fosters trust, encourages employee input, and ensures suggestions are acted upon through transparent processes, addressing the lack of trust and past neglect. This aligns with the service value system's focus on ongoing enhancement. Option A is customer-focused but not employee-centric; option B relates to task shifting; and option D addresses staffing, not cultural issues. The guide emphasizes leadership's role in building this culture.

Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 3.4.1 - Continual Improvement Culture.

NEW QUESTION # 65

An organization with established processes for managing incidents, changes, and problems, receives a high volume of calls from users complaining that their issues are not being resolved efficiently. What should the organization do FIRST to start to improve the situation?

- A. Review skills and competencies of user support staff to ensure they have the required capability
- B. Encourage teams to collaborate so they can focus on value for users
- **C. Use value stream mapping to help understand the end-to-end flow of user support**
- D. Improve the integration of tools to ensure there are no gaps between processes

Answer: C

Explanation:

The organization should first use value stream mapping to help understand the end-to-end flow of user support (A). The ITIL 4 Specialist: Create, Deliver and Support study guide (Section 2.3.1) states: "Value stream mapping is the initial step to visualize and analyze the flow of activities, identifying inefficiencies and delays in service delivery processes." This provides a foundation for addressing user complaints by pinpointing bottlenecks before implementing solutions like collaboration (B), tool integration (C), or skill reviews (D). The guide emphasizes: "Mapping ensures a holistic view, essential for effective planning and improvement."

Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 2.3.1 - Value Stream Mapping.

NEW QUESTION # 66

Which is an example of results-based measurement and reporting?

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

Answer: A

Explanation:

Measuring and reporting customer satisfaction with closed incidents focuses directly on the outcomes and value delivered to customers, which is the essence of results-based measurement.

NEW QUESTION # 67

Which approach may help to improve incident resolution times by moving support activities from specialist teams to frontline teams

or users?

- A. Shortest item first
- B. Swarming
- C. Robotic process automation
- D. Shift-left

Answer: D

Explanation:

The approach that may help is shift-left (C). The ITIL 4 Specialist: Create, Deliver and Support documentation (Section 3.3.1) states: "The shift-left approach moves support activities to frontline teams or users through self-service or enhanced first-line capabilities, reducing resolution times by minimizing escalations to specialists." This directly addresses the scenario, unlike option A (prioritization method), option B (team collaboration), or option D (automation tool). The guide notes: "Shift-left enhances efficiency and user empowerment in incident management." Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 3.3.1 - Shift-Left Approach.

NEW QUESTION # 68

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