

ITIL ITIL-4-Specialist-Create-Deliver-and-Support考試重點和Testpdf -資格考試的領導者和ITIL-4-Specialist-Create-Deliver-and-Support熱門題庫



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作為IT認證考試學習資料的專業團隊，Testpdf是您獲得高品質學習資料的來源。無論您需要尋找什麼樣子的ITIL ITIL-4-Specialist-Create-Deliver-and-Support考古題我們都可以提供，借助我們的ITIL-4-Specialist-Create-Deliver-and-Support學習資料，您不必浪費時間去閱讀更多的參考書，只需花費20 – 30小時掌握我們的ITIL ITIL-4-Specialist-Create-Deliver-and-Support題庫問題和答案，就可以順利通過考試。我們為您提供PDF版本的和軟件版，還有在線測試引擎題庫，其中ITIL-4-Specialist-Create-Deliver-and-Support軟件版本的題庫，可以模擬真實的考試環境，以滿足大家的需求，這是最優秀的ITIL-4-Specialist-Create-Deliver-and-Support學習資料。

ITIL ITIL-4-Specialist-Create-Deliver-and-Support 考試大綱：

主題	簡介
主題 1	• 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.

主題 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.
主題 3	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.
主題 4	Service Automation and Technology: This section of the exam measures the skills of Automation Engineers and covers the integration of automation and technology in the development, delivery, and support of IT services. It includes understanding how tools and platforms streamline operations and increase efficiency.
主題 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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最新的 ITIL 4 Managing Professional ITIL-4-Specialist-Create-Deliver-and-Support 免費考試真題 (Q42-Q47):

問題 #42

Which statement about 'service integration as a service' is CORRECT?

- A. The service integrator provides services and manages other vendors
- B. The service integrator does not deliver any services to the organization
- C. The service integrator can be easily replaced by other vendors to leverage better pricing
- D. Multiple vendors provide the service integration and management function

答案: A

解題說明:

In service integration as a service, the service integrator both provides services and manages other vendors, ensuring seamless delivery across multiple suppliers.

問題 #43

Which is an example of a divisional organizational structure?

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

答案: C

解題說明:

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.

問題 #44

A sales enablement service is being modified to improve the data that is presented to sales staff. This will be delivered as a series of incremental improvements.

Which are the TWO BEST ways to measure these changes?

1. Measure individual changes by the output that they create
2. Measure the overall success of multiple changes by the output that is created
3. Measure individual changes by the outcome that they create
4. Measure the overall success of multiple changes by the outcome that is created

- A. 1 and 2
- B. 3 and 4
- C. 1 and 4
- D. 2 and 3

答案: B

解題說明:

Individual changes should be measured by the outcome they create to ensure they deliver real value, and the overall success of multiple changes should also be measured by the outcome to confirm that the cumulative improvements meet business objectives.

問題 #45

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 wait a long time before anyone starts to work on them.

What is the BEST way to manage this issue?

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

答案: B

解題說明:

Increasing the priority of requests that have been waiting too long helps prevent service level breaches and improves user satisfaction without undermining the triage approach for urgent tasks.

問題 #46

Which is often included in an Agile approach to software development?

- A. Advanced analytics
- B. Integrated service management toolsets
- C. CI/CD
- D. Information models

答案: C

解題說明:

CI/CD (Continuous Integration/Continuous Delivery) is often included in an Agile approach to accelerate and automate software development, testing, and deployment.

問題 #47

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