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Peoplecert ITIL 4 Specialist: Create, Deliver and Support Sample Questions (Q74-Q79):

NEW QUESTION # 74

A large organization has a centralized service desk, and many different teams that help to resolve incidents and manage service requests. They also use many different suppliers to support these activities.

What is the minimum number of different value streams that they need, in order to manage this work?

- A. One value stream for all activity that arrives via the service desk
- B. One value stream for resolving incidents, and a separate value stream for managing service requests

- C. One value stream for the organization, and separate value streams for each supplier
- D. One value stream for the organization, and separate value streams for each team

Answer: A

NEW QUESTION # 75

In ITIL 4, which practice is primarily responsible for defining, assessing and developing the roles, competencies and capabilities needed for effective service value streams?

- A. Continual improvement practice
- **B. Workforce and talent management practice** right
- C. Organizational change management practice
- D. Service desk practice

Answer: B

NEW QUESTION # 76

A global IT service provider is migrating several mission-critical legacy applications to a cloud-native platform while its support team struggles with a growing backlog of incident and service requests. Development, operations, and support each maintain separate work queues, resulting in duplicated effort, handover delays, and unclear task priorities. As the Service Delivery Lead, which ONE of the following actions would MOST effectively coordinate and prioritize work across all teams to ensure smooth migration and timely support?

- **A. Establish a single, cross-functional Kanban board with work-in-progress (WIP) limits applied across development, operations, and support** right
- B. Prioritize support tickets and migration tasks strictly according to their arrival time to ensure fairness
- C. Implement a RACI matrix for all migration and support activities to clarify roles, responsibilities, and approval authorities
- D. Conduct a detailed value stream mapping exercise to identify end-to-end process bottlenecks and handover delays

Answer: A

Explanation:

A unified Kanban board with WIP limits visualizes all incoming work, highlights interteam dependencies, enforces flow control, and prevents any one queue from becoming overloaded.

This approach drives collaboration, reduces handover delays, and makes prioritization transparent across development, operations, and support.

NEW QUESTION # 77

Sunrise Bank reorganized its customer support function into cross-functional, end-to-end value-stream teams that include service desk analysts, incident responders, problem managers, and change coordinators. After three months, teams still dispute task priorities, handoff delays persist, and customer satisfaction scores vary widely. According to ITIL 4 principles and the four dimensions of service management, which ONE action should leadership prioritize to establish clear accountability, align objectives, and improve collaboration?

- A. Institute weekly facilitated stand-up meetings for each value-stream team to review progress and reassign tasks
- B. Implement strict, role-based SLAs for every handoff between functional specialties, with automated escalation on breach
- **C. Collaboratively develop a team charter that defines end-to-end value-chain responsibilities, shared outcome-focused KPIs, and decision-making guidelines** right
- D. Rotate members through each functional specialty on a one-month cycle to broaden individual skill sets

Answer: C

Explanation:

A jointly created team charter aligns all members on shared objectives, clarifies end-to-end ownership, embeds collective KPIs, and supports ITIL 4's guiding principles of collaborate and promote visibility.

NEW QUESTION # 78

A global retailer is shifting its monolithic order-management system to a containerized, microservices-based architecture. Development teams each use different code repositories, branching strategies, build tools and container registries. As a result, integration is laborious, security scans are inconsistent, and production deployments frequently break. Which ONE practice should lead the standardization of coding policies, repository management, CI/CD pipelines and artifact versioning to streamline end-to-end software delivery?

- A. Service Validation and Testing practice
- B. Software Development and Management practice
- C. Release Management practice **right**
- D. Change Enablement practice

Answer: C

Explanation:

Release Management practice is responsible for defining and governing how software is built, packaged, and deployed across environments. By establishing standardized CI/CD pipelines, enforcing repository structures, and managing artifact versioning policies, it ensures consistency, repeatability, and traceability from development through production. This central oversight accelerates integration, embeds security and quality gates, and reduces deployment failures. Option B is incorrect because Service Validation and Testing focuses on designing and executing tests; it relies on established pipelines but does not own their standardization or governance.

NEW QUESTION # 79

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