

# ITIL-4-Specialist-Create-Deliver-and-Support Valid Study Materials, Official ITIL-4-Specialist-Create-Deliver-and-Support Study Guide



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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"> <li>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.</li> </ul>
Topic 2	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 3	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 4	<ul style="list-style-type: none"> <li>Customer and User Experience: This section of the exam measures the skills of Service Experience Managers and covers aligning service delivery with customer expectations. It focuses on delivering satisfying experiences by quickly and effectively addressing user needs and service issues.</li> </ul>
Topic 5	<ul style="list-style-type: none"> <li>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.</li> </ul>

Topic 6	<ul style="list-style-type: none"> <li>• <b>Continuous Improvement:</b> 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.</li> </ul>
Topic 7	<ul style="list-style-type: none"> <li>• <b>Service Automation and Technology:</b> 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.</li> </ul>

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### ITIL 4 Specialist: Create, Deliver and Support Exam Sample Questions (Q43-Q48):

#### NEW QUESTION # 43

A software development company wants to transition from a traditional working model to one focused on innovation and adaptability. The management has recognized a need to support changes in the mindset among employees, particularly those accustomed to the traditional approach. However, the management has encountered resistance from long-standing employees who are accustomed to traditional methods. What strategy should the company adopt to effectively facilitate this cultural shift?

- **A. Have leaders actively demonstrate and promote innovative practices**
- B. Limit the cultural shift initiatives to only the newer employees
- C. Introduce rules for innovation and adaptability across all teams
- D. Base performance evaluations solely on the number of innovative ideas generated

**Answer: A**

Explanation:

The company should have leaders actively demonstrate and promote innovative practices (B). The ITIL 4 Specialist: Create, Deliver and Support guide (Section 3.4.2) highlights that leadership behavior is pivotal in driving cultural change, especially in overcoming resistance by modeling adaptability and engaging employees through visible commitment. This builds trust and encourages long-standing staff to embrace new methods. Option A imposes rules without engagement; option C excludes key staff; and option D overemphasizes metrics, risking disengagement. The guide stresses leadership's role in cultural transformation.

Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 3.4.2 - Leadership in Cultural Change.

#### NEW QUESTION # 44

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

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

**Answer: D**

Explanation:

Allowing users to reset their own passwords using an automated tool moves support closer to the user, which is a direct application

of the shift-left approach, improving speed and efficiency.

#### NEW QUESTION # 45

Which of the following involves consideration of the skills and availability of both internal and external resources?

- A. Triage prioritization
- B. Shift-left approach
- C. Build vs buy
- D. Swarming

**Answer: C**

Explanation:

Build vs buy involves evaluating the skills and availability of both internal and external resources to decide whether to develop a solution in-house or acquire it from an external provider.

#### NEW QUESTION # 46

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

**Answer: B**

Explanation:

Designing a continuous integration/continuous delivery (CI/CD) pipeline improves the entire end-to-end value stream by enabling faster, automated delivery of product innovations to customers.

#### NEW QUESTION # 47

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

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

**Answer: A**

Explanation:

The shift-left approach improves incident resolution times by moving support activities closer to frontline teams or users, enabling faster and more efficient handling.

#### NEW QUESTION # 48

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