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Peoplecert ITIL 4 Specialist: Create, Deliver and Support Sample Questions (Q28-Q33):

NEW QUESTION # 28

A software development company wants to improve its service delivery by implementing a value stream for a new service creation. The company aims to balance speed and quality of service delivery. How should the company structure its value stream to meet this objective?

- A. Define and optimize an individual value stream for each team involved in service creation
- B. Use comprehensive complex simulations to test the workflow
- C. Integrate feedback loops and escalation mechanisms in the workflow
- D. Enable variance of quality and cost of services

Answer: C

NEW QUESTION # 29

A service provider involves suppliers to resolve incidents related to third-party software.

Resolution of such incidents typically takes longer because of the time required to contact a supplier and other delays. The service provider needs to involve the supplier every time a similar incident occurs again. The incident manager wants to reduce the costs and improve the timeliness of incident resolution. What is the BEST way for the incident manager to achieve this?

- A. Ensure that errors in the software that caused incidents are fixed
- B. Ensure that solutions provided by the supplier are tested
- C. Avoid transferring incidents to an external supplier as long as possible
- D. Ensure that solutions provided by suppliers are captured and shared in the support team

Answer: D

NEW QUESTION # 30

Which statement about collaboration is CORRECT?

- A. Collaboration should be used instead of swarming or
- B. Collaboration can be enforced by aligning metrics between teams
- C. Collaboration is most useful for standardized work
- D. Collaboration focuses on the organization's goals

Answer: D

NEW QUESTION # 31

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

Answer: B

NEW QUESTION # 32

In ITIL 4, which practice is accountable for defining the mandatory financial and contractual metadata-such as cost centers, chargeable service rates, SLA targets and contract references- that must accompany every ticket to support accurate chargeback, cost transparency and SLA reporting across the service value streams?

- A. Financial Management practice
- B. Service Desk practice
- C. Service Request Management practice
- D. Service Level Management Practice

Answer: A

Explanation:

The Financial Management for IT Services practice defines cost models, pricing policies and financial controls. It specifies which financial and contractual attributes (cost center codes, billable rates, SLA tiers, contract IDs) must be captured on each ticket. This ensures that downstream reporting, chargeback and budget forecasting have consistent, auditable data across all work items.

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