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Peoplecert ITIL 4 Specialist: Create, Deliver and Support Sample Questions (Q50-Q55):

NEW QUESTION # 50

An organization is moving from a process-based approach to a value-stream based approach for managing user issues. Which of these activities should the organization do FIRST?

- A. Identify the activities which could be improved by the use of automation
- **B. Understand the situations in which incidents and service requests will be initiated**
- C. Understand which steps contribute least to the support of the service
- D. Consider how the service desk teams can be involved at an earlier stage in the creation of a service.

Answer: B

NEW QUESTION # 51

What should an organization consider when deciding to retain or outsource specific IT services?

- A. Immediate staff reduction
- **B. Cultural barriers and associated risks**
- C. Short-term cost optimization
- D. Transfer of responsibility for highly tailored services

Answer: B

NEW QUESTION # 52

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. Robotic process automation
- C. Swarming
- D. Shortest item first

Answer: A

NEW QUESTION # 53

A managed service provider manages an organization's suppliers, provides some delivery functions to the organization, and coordinates service integration and management between the organization and its suppliers. Which model is this an example of?

- A. Single provider
- B. Service guardian
- **C. Service integration as a service**
- D. Retained service integration

Answer: C

NEW QUESTION # 54

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

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

Answer: A


NEW QUESTION # 55

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