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## Peoplecert ITIL 4 Specialist: Create, Deliver and Support Sample Questions (Q65-Q70):

### NEW QUESTION # 65

An organization has many team members who work independently and spend time on the work which interests them the most. Which recommendation is MOST applicable to this situation?

- A. Promote a culture of learning and development
- B. Hold regular meetings focusing on problem solutions
- C. Incorporate the organization's vision into the team culture
- D. Encourage informal teams across the organization

**Answer: C**

**NEW QUESTION # 66**

A service provider works with a diverse group of customers, including corporate, private, and partner organizations. The service provider's service desk supports users from all customer organizations. However, different users prefer different communication channels. In response to their preferences, the service provider implemented email, chat, phone, and website contact form for the users to contact the service desk. The service desk team is increasingly struggling to monitor all channels and respond timely. Some user queries are not noticed early enough, and the users are complaining. What should the service provider do to improve the situation?

- A. Assign dedicated service desk agents to monitor each channel
- B. Allocate one most suitable channel to each customer type
- C. Close the least popular communication channels to reduce the complexity
- **D. Integrate all channels to support smooth switching between them for users and support agents**

**Answer: D**

**NEW QUESTION # 67**

At xyz organisation, five specialized departments Incident Management, Change Enablement, Release Management, Service Desk and Problem Management work with separate tools, processes and KPIs. Requests often stall at each handover, visibility is fragmented, and accountability is unclear. Leadership wants to reorganize around value streams to eliminate these barriers. Which ONE organizational approach will best align with ITIL 4 recommendations and break down functional silos?

- **A. Form cross-functional, product-focused teams responsible for all stages of the service lifecycle**
- B. Strengthen hierarchical governance to enforce stringent SLAs between teams
- C. Centralize specialist skills into a single center of excellence to drive deep expertise
- D. Minimize handover points by assigning end-to-end ownership to existing departments

**Answer: A**

Explanation:

ITIL 4 emphasizes organizing around products or services rather than functions. Cross-functional, product-focused teams bring together all necessary roles-design, build, operate and improve- within a single unit. This reduces handoffs, fosters shared goals, improves visibility and accelerates value delivery.

**NEW QUESTION # 68**

During a service design workshop, a development team aims to tailor their solutions to the needs and circumstances of the target users. What is the BEST approach for the team to achieve this?

- **A. Create realistic user personas based on the gathered user data**
- B. Involve many users from every target group in all steps of the design
- C. Interview customers about their preferences
- D. Use the latest technology capabilities to improve the look and feel of the designed solution

**Answer: A**

**NEW QUESTION # 69**

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

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

**Answer: D**



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