

# Latest ITIL-4-Specialist-Create-Deliver-and-Support Test Materials - Exam ITIL-4-Specialist-Create-Deliver-and-Support Format



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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>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 3	<ul style="list-style-type: none"> <li>Service Design and Development: This section of the exam measures the skills of Service Designers and covers how to design and develop services that align with both customer needs and business objectives. It includes identifying and defining service requirements, designing service components, and ensuring service quality throughout the development lifecycle.</li> </ul>
Topic 4	<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 5	<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 6	<ul style="list-style-type: none"> <li>Culture and Collaboration: This section of the exam measures the skills of Team Leaders and covers fostering a service-focused culture within organizations. It emphasizes collaboration across teams and departments to enhance communication and ensure the success of service-based projects.</li> </ul>
Topic 7	<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>

## ITIL 4 Specialist: Create, Deliver and Support Exam Sample Questions (Q46-Q51):

### NEW QUESTION # 46

In which circumstances should an organization buy, rather than build, software?

- A. The software is widely available and its features are standardized across most organizations
- B. The organization is part of a regulated industry and has a strong focus on internal policies
- C. The requirements of the organization are frequently changing because of rapid expansion
- D. The consumers of the software have many and varied customization requirements

### Answer: A

Explanation:

An organization should buy software when it is widely available and its features are standardized across most organizations (A). The ITIL 4 Specialist: Create, Deliver and Support documentation (Section 3.2.1) states:

"Buying is preferable when software components are commoditized and meet common needs, offering cost efficiency and reduced development time compared to building custom solutions." This aligns with value stream optimization by leveraging market solutions. Option B suggests regulatory constraints favoring internal control; option C indicates a need for flexibility, better suited to building; and option D requires customization, favoring development. The guide adds: "Standardized software supports scalability and reduces maintenance overhead." Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 3.2.1 - Buy vs. Build Decisions.

### NEW QUESTION # 47

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

**Answer: A**

Explanation:

Understanding the situations where incidents and service requests are initiated is the first step, as it defines how user needs trigger value streams and shapes the design of the overall support approach.

**NEW QUESTION # 48**

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

- A. Encourage users to remember or safely record their passwords to reduce the number of password resets
- B. Train service desk agents to categorize password resets as service requests
- C. Automatically assign a high priority to password reset requests to resolve them faster
- 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 (A) is an example of the shift-left approach. The ITIL 4 Specialist: Create, Deliver and Support documentation (Section 3.3.1) defines shift-left as moving tasks to earlier stages or to the user, enhancing efficiency by reducing service desk workload.

Options B, C, and D do not shift the task to the user or an earlier stage.

Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 3.3.1 - Shift-Left Approach.

**NEW QUESTION # 49**

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

**Answer: C**

Explanation:

Incorporating the organization's vision into the team culture aligns individual efforts with organizational goals, ensuring that team members focus on work that contributes to overall success rather than personal interests.

**NEW QUESTION # 50**

An organization wishes to acquire a service from a supplier in a different country but with similar working hours. Which sourcing model should they use?

- A. Nearshoring
- B. Offshoring
- C. Onshoring
- D. Insourcing

**Answer: A**

Explanation:

Nearshoring involves sourcing services from a supplier in a nearby country with similar working hours, facilitating easier communication and collaboration.

## NEW QUESTION # 51

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