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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">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. |
| Topic 2 | <ul style="list-style-type: none">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. |
| Topic 3 | <ul style="list-style-type: none">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. |
| Topic 4 | <ul style="list-style-type: none">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. : |
| Topic 5 | <ul style="list-style-type: none">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. |
| Topic 6 | <ul style="list-style-type: none">Continuous Improvement: 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. |
| Topic 7 | <ul style="list-style-type: none">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. |

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ITIL 4 Specialist: Create, Deliver and Support Exam Sample Questions (Q62-Q67):

NEW QUESTION # 62

A popular social media app is part of a complex network of systems. Most changes to the service are successful, except for those made by a development team that has many failed changes.

Which is the BEST approach to reduce the number of failures?

- A. Create a change model for development changes that includes the use of safe-to-fail testing
- B. Create a standard change model for development changes and initiate as a service request
- C. Increase the size of development changes to make them easier to handle and increase success
- D. Initiate development changes as emergency changes so that errors can be identified quickly

Answer: A

Explanation:

Creating a change model that includes safe-to-fail testing allows development changes to be tested in controlled conditions, reducing the risk of failure and improving change success rates.

NEW QUESTION # 63

A large organization is planning to integrate multiple systems into its existing IT infrastructure. What approach should the organization consider to achieve effective integration?

- A. Implementing point-to-point integration for each system
- B. Adopting a 'big bang' approach for all integrations simultaneously
- C. Choosing direct integration with no predetermined order for deployment
- D. Using incremental delivery for the integration of multiple components

Answer: D

Explanation:

The organization should use incremental delivery for the integration of multiple components (C). The ITIL 4 Specialist: Create, Deliver and Support study guide (Section 2.1.3) advocates incremental approaches to manage risk and ensure stability during integration. The 'big bang' approach (A) is risky; point-to-point (B) is complex; and no order (D) lacks structure.

Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 2.1.3 - Incremental Delivery in Integration.

NEW QUESTION # 64

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

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

Answer: B

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 # 65

A service desk uses triage to ensure they work on the most urgent tasks first. This sometimes causes user satisfaction issues, because low priority requests can wait a long time before anyone starts to work on them.

What is the BEST way to manage this issue?

- **A. Increase the priority of requests that have been waiting a long time and are at risk of breaching agreed service levels**
- B. Use first-in first-out prioritization instead of triage, to ensure that tasks are worked on in the order that they are requested
- C. Recruit more service desk staff so that they are able to work on low priority requests even when there are many higher priority tasks
- D. Train users so that they know their requests might be delayed if there are many higher priority tasks in the backlog

Answer: A

Explanation:

Increasing the priority of requests that have been waiting too long helps prevent service level breaches and improves user satisfaction without undermining the triage approach for urgent tasks.

NEW QUESTION # 66

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

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 # 67

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