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ITIL 4 Specialist: Create, Deliver and Support Exam Sample Questions (Q15-Q20):

NEW QUESTION # 15

An organization has experienced difficulties in providing user support at expected levels. The organization has asked one of its relationship managers and a business analyst to gather information about the types of issues which users and customers are experiencing. The organization would also like to understand the operational issues that support teams are experiencing. Which practice is most likely to provide this information?

- A. Service desk
- B. Release management

- C. Problem management
- D. Monitoring and event management

Answer: A

Explanation:

The service desk practice is the primary point of contact for users and customers, making it the best source for gathering information about both user issues and operational challenges faced by support teams.

NEW QUESTION # 16

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

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

Answer: A

Explanation:

In service integration as a service, the service integrator both provides services and manages other vendors, ensuring seamless delivery across multiple suppliers.

NEW QUESTION # 17

An organization has found that a significant amount of rework is required because tickets are escalated from the service desk team to higher tiers of support. This rework causes delays and results in recurring incidents as service desk agents rarely see how incidents are resolved. Which approach can be used to reduce this rework and its consequences?

- A. Validate the data when tickets are being created by service desk agents
- B. Train agents to capture the information required by each support team
- C. Limit the use of tickets to major and high-priority incidents
- D. Use swarming to improve collaboration and validate information

Answer: B

Explanation:

The approach to reduce rework is to train agents to capture the information required by each support team (B).

The ITIL 4 Specialist: Create, Deliver and Support documentation (Section 4.1.3) states: "Training service desk agents to collect comprehensive and accurate ticket data reduces escalation rework by ensuring higher tiers receive sufficient context, minimizing delays and recurring incidents." This empowers first-line support, unlike option A (validation is reactive), option C (restricts ticket use), or option D (swarming is broader but less targeted). The guide notes: "Effective training enhances ticket quality and resolution efficiency." Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 4.1.3 - Service Desk Training and Ticket Management.

NEW QUESTION # 18

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

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

Answer: C

Explanation:

The organization should consider cultural barriers and associated risks (B). The ITIL 4 Specialist: Create, Deliver and Support documentation (Section 3.1.5) states: "Decisions to retain or outsource must account for cultural alignment, potential resistance, and risks such as knowledge loss or service disruption, which impact the service value system." This ensures long-term success, unlike

option A (short-sighted), option C (disruptive), or option D (risky for tailored services). The guide adds: "A thorough risk assessment, including cultural factors, is critical for effective outsourcing strategies." Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 3.1.5 - Outsourcing and Retention Decisions.

NEW QUESTION # 19

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. Promote a culture of learning and development
- C. Encourage informal teams across the organization
- D. Incorporate the organization's vision into the team culture

Answer: D

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 # 20

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