

# ITIL-4-Specialist-Create-Deliver-and-Support Exam Answers | ITIL-4-Specialist-Create-Deliver-and-Support Exam Paper Pdf



If you have a dream to get the ITIL certification? Why don't you begin to act? The first step is to pass ITIL-4-Specialist-Create-Deliver-and-Support exam. Time will wait for no one. Only if you pass the ITIL-4-Specialist-Create-Deliver-and-Support exam, can you get a better promotion. And if you want to pass it more efficiently, we must be the best partner for you. Because we are professional ITIL-4-Specialist-Create-Deliver-and-Support Questions torrent provider, and our ITIL-4-Specialist-Create-Deliver-and-Support training materials are worth trusting; because we make great efforts on our ITIL-4-Specialist-Create-Deliver-and-Support learning guide, we do better and better in this field for more than ten years. Our ITIL-4-Specialist-Create-Deliver-and-Support study guide is your best choice.

In accordance with the actual exam, we provide the latest ITIL-4-Specialist-Create-Deliver-and-Support exam dumps for your practices. With the latest ITIL-4-Specialist-Create-Deliver-and-Support test questions, you can have a good experience in practicing the test. Moreover, you have no need to worry about the price, we provide free updating for one year and half price for further partnerships, which is really a big sale in this field. After your payment, we will send the updated ITIL-4-Specialist-Create-Deliver-and-Support Exam to you immediately and if you have any question about updating, please leave us a message on our ITIL-4-Specialist-Create-Deliver-and-Support exam questions.

>> ITIL-4-Specialist-Create-Deliver-and-Support Exam Answers <<

## ITIL-4-Specialist-Create-Deliver-and-Support Exam Paper Pdf & Real ITIL-4-Specialist-Create-Deliver-and-Support Dumps

This ITIL ITIL-4-Specialist-Create-Deliver-and-Support exam preparation material is important because it will help you cover each topic and understand it well. You cannot pass the ITIL-4-Specialist-Create-Deliver-and-Support exam if you do not have real ITIL-4-Specialist-Create-Deliver-and-Support exam questions. It is the foremost thing that everyone should have to nail the ITIL-4-Specialist-Create-Deliver-and-Support Exam. The ITIL-4-Specialist-Create-Deliver-and-Support practice test material of ActualTorrent is available in web-based practice tests, desktop practice exam software, and PDF.

## 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 (C). 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

.....

ActualTorrent offers highly designed ITIL ITIL-4-Specialist-Create-Deliver-and-Support exam questions and online ITIL-4-Specialist-Create-Deliver-and-Support practice test engine to help you successfully clear the ITIL exam. Their study materials cover all the basic to advanced required ITIL-4-Specialist-Create-Deliver-and-Support Exam Questions material that you need to know to pass the ITIL-4-Specialist-Create-Deliver-and-Support Exam. These two simple, easy, and accessible learning formats will boost your confidence.

**ITIL-4-Specialist-Create-Deliver-and-Support Exam Paper Pdf:** <https://www.actualltorrent.com/ITIL-4-Specialist-Create-Deliver-and-Support-questions-answers.html>

ITIL ITIL-4-Specialist-Create-Deliver-and-Support Exam Answers Do you want to do some changes for your job, We can tell you that 99% of those who use ITIL-4-Specialist-Create-Deliver-and-Support exam questions have already got the certificates they want, As our ITIL-4-Specialist-Create-Deliver-and-Support Exam Paper Pdf - ITIL 4 Specialist: Create, Deliver and Support Exam study questions can bring more professional quality service for the user, ITIL ITIL-4-Specialist-Create-Deliver-and-Support practice braindumps will be worthy of purchase, and you will get manifest improvement.

If you are ready for ITIL ITIL-4-Specialist-Create-Deliver-and-Support tests and going to take an exam cram or purchasing dumps pdf, why not consider our ITIL-4-Specialist-Create-Deliver-and-Support dumps vce, What I find strange, especially in enterprise software, is that Reliable ITIL-4-Specialist-Create-Deliver-and-Support Test Preparation product marketing managers stay oblivious to the fact that customers don't always make rational choices.

### Prominent Features of ActualTorrent ITIL ITIL-4-Specialist-Create-Deliver-and-Support Exam Practice Test Questions

Do you want to do some changes for your job, We can tell you that 99% of those who use ITIL-4-Specialist-Create-Deliver-and-Support Exam Questions have already got the certificates they want, As our ITIL 4 Specialist: Create, Deliver and Support Exam ITIL-4-Specialist-Create-Deliver-and-Support study questions can bring more professional quality service for the user.

ITIL ITIL-4-Specialist-Create-Deliver-and-Support practice braindumps will be worthy of purchase, and you will get manifest improvement, Our ITIL-4-Specialist-Create-Deliver-and-Support study dumps have been prepared with a mind to equip the exam candidates to answer all types of ITIL-4-Specialist-Create-Deliver-and-Support real exam Q&A.

- ITIL ITIL-4-Specialist-Create-Deliver-and-Support Exam Questions for Authentic Preparation ☐ Immediately open 《 [www.troytecdumps.com](http://www.troytecdumps.com) 》 and search for [ ITIL-4-Specialist-Create-Deliver-and-Support ] to obtain a free download ☐ ☐ ITIL-4-Specialist-Create-Deliver-and-Support Knowledge Points
- Correct ITIL-4-Specialist-Create-Deliver-and-Support Exam Answers - Guaranteed ITIL ITIL-4-Specialist-Create-Deliver-and-Support Exam Success with Reliable ITIL-4-Specialist-Create-Deliver-and-Support Exam Paper Pdf ☐ Easily obtain ➡ ITIL-4-Specialist-Create-Deliver-and-Support ☐ for free download through ☐ [www.pdfvce.com](http://www.pdfvce.com) ☐ ☐

[illegible]