

ITIL-4-Specialist-Create-Deliver-and-Support최신버전 시험공부자료, ITIL-4-Specialist-Create-Deliver-and-Support최신인증시험자료



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ITIL ITIL-4-Specialist-Create-Deliver-and-Support 시험요강:

주제	소개
주제 1	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.
주제 2	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.

주제 3	• 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. :
주제 4	• 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.

>> ITIL-4-Specialist-Create-Deliver-and-Support최신버전 시험공부자료 <<

ITIL-4-Specialist-Create-Deliver-and-Support최신버전 시험공부자료 최신 업데이트된 덤프

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최신 ITIL 4 Managing Professional ITIL-4-Specialist-Create-Deliver-and-Support 무료샘플문제 (Q73-Q78):

질문 # 73

Users have specific product-related questions and want to provide product feedback.

What is the best way to enable two-way communication between these users and the organization's product team?

- A. Social media
- B. Event surveys
- C. Topic-based forums
- D. Self-service portals

정답: C

설명:

Topic-based forumsenable structuredtwo-way communicationbetween users and the product team, allowing users to ask questions and provide feedback directly.

질문 # 74

Which is an example of a divisional organizational structure?

- A. An organization which has a different business unit for each of its products
- B. An organization which does not have a layered management structure
- C. An organization which has arranged its teams in a hierarchical authority structure
- D. An organization which uses a grid of reporting relationships

정답: A

설명:

Anorganization with a different business unit for each of its productsis an example of adivisional organizational structure, where divisions are typically based on products, services, or markets.

질문 # 75

A large organization has a centralized service desk, and many different teams that help to resolve incidents and manage service requests. They also use many different suppliers to support these activities.

What is the minimum number of different value streams that they need, in order to manage this work?

- A. One value stream for the organization, and separate value streams for each team
- B. One value stream for resolving incidents, and a separate value stream for managing service requests
- C. One value stream for the organization, and separate value streams for each supplier
- **D. One value stream for all activity that arrives via the service desk**

정답: D

설명:

A single value stream can manage all activity that arrives via the service desk, regardless of which internal team or supplier is involved, enabling streamlined and consistent handling of incidents and service requests.

질문 # 76

An organization uses value streams to help them deliver consistent services, and they use 'service integration and management' to manage many different suppliers.

How does 'service integration and management' work with the organization's value streams?

- A. 'Service integration and management' is independent of the organization's value streams
- B. 'Service integration and management' cannot be used in an organization that uses value streams
- **C. 'Service integration and management' manages multiple suppliers in a single value stream**
- D. 'Service integration and management' creates a separate value stream for each supplier

정답: C

설명:

'Service integration and management' works by coordinating and managing multiple suppliers within a single value stream, ensuring that all suppliers contribute effectively to the delivery of consistent services aligned with the organization's value creation efforts.

질문 # 77

An internal service provider of a large retail organization is working on a major update of the self-checkout terminals used in the supermarkets. The update includes new hardware, software, and integration with a new card payment system. How should the service provider ensure that the update is sufficiently tested?

- **A. Include user experience and perception in the scope of testing and involve multiple teams**
- B. Delegate to the vendor testing of the terminals and the card payment system
- C. Limit testing to the pre-agreed technical criteria and use a dedicated team of testers
- D. Focus testing solely on user experience and delegate it to operational teams

정답: A

설명:

The service provider should include user experience and perception in the scope of testing and involve multiple teams (B). The ITIL 4 Specialist: Create, Deliver and Support guide (Section 3.2.3) stresses comprehensive testing that covers technical functionality, user satisfaction, and integration, requiring collaboration across development, operations, and user groups to ensure the update meets diverse needs.

Option A shifts responsibility without oversight; option C is too narrow; and option D overlooks technical aspects. The guide highlights multi-team involvement for robust service delivery.

Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 3.2.3 - Testing Practices in Service Updates.

질문 # 78

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