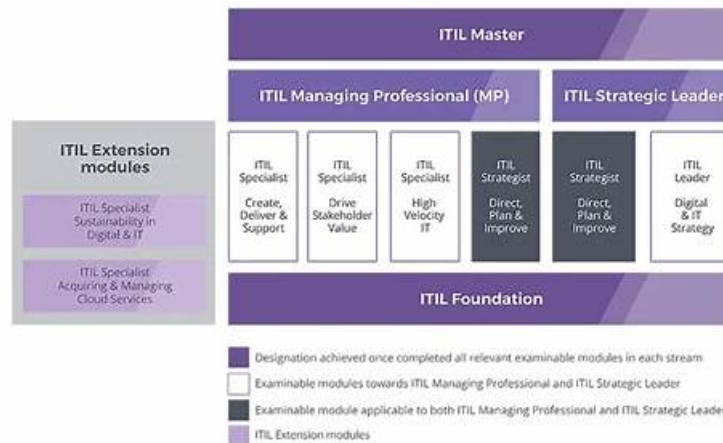


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## ITIL 4 Specialist: Create, Deliver and SupportExam Sample Questions (Q61-Q66):

### NEW QUESTION # 61

A service desk team acts as a single point of contact for its users Service desk team members are the first-line support however if they are unable to resolve the incidents, they are escalated to second-line support. This tiered support structure has resulted in large queues of unresolved tickets.

Which concept or approach would help the organization resolve this situation?

- A. Outsourcing

- B. Swarming
- C. Results-based measurement
- D. Advanced analytics

**Answer: B**

Explanation:

Swarming involves bringing together specialists from different areas to collaborate immediately on incidents without rigid escalation tiers, helping to reduce queues and speed up resolution.

#### NEW QUESTION # 62

A healthcare organization is implementing data analytics to analyze patient data. Why is data analytics important in this context?

- A. To prioritize and resolve requests for patient data
- B. To improve decision-making based on patient data analysis
- C. To understand the relationships between patient data and the healthcare's business services
- D. To highlight bottlenecks in the organization's workflows when collecting patient data

**Answer: B**

Explanation:

The importance of data analytics in this context is to improve decision-making based on patient data analysis (B). The ITIL 4 Specialist: Create, Deliver and Support guide (Section 3.2.4) states: "Data analytics enables organizations to derive actionable insights from data, enhancing decision-making processes by identifying trends, patterns, and opportunities for service improvement." In a healthcare setting, this means using patient data to optimize treatment plans, resource allocation, and service delivery, aligning with ITIL's focus on value creation. Option A is a narrow operational task; option C is a subset of analysis; and option D addresses workflow issues rather than the primary goal. The guide further notes that "effective use of analytics supports the continual improvement of services by informing strategic and operational decisions." Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 3.2.4 - Data Analytics in Service Management.

#### NEW QUESTION # 63

A small food retail chain was created twenty years ago. At that time, stock management and point of sale (POS) software was developed and maintained by an internal IT team. Today the chain is using commercial software available off-the-shelf for stock management and POS. What is this situation an example of?

- A. Customer demand for personalized products
- B. Commoditization of service components
- C. Service components lacking mass-market adoption
- D. Organization-specific requirements for service functionality

**Answer: B**

Explanation:

This situation is an example of commoditization of service components (A). The ITIL 4 Specialist: Create, Deliver and Support study guide (Section 3.2.1) states: "Commoditization occurs when services or components, once custom-built, become standardized and available off-the-shelf, reducing the need for internal development." The shift from custom to commercial software reflects this trend, aligning with value stream efficiency. Option B applies to custom needs; option C relates to customer preferences; and option D contradicts the scenario. The guide adds: "Commoditization supports cost reduction and scalability." Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 3.2.1 - Commoditization of Services.

#### NEW QUESTION # 64

A user has logged an incident saying that transactions via the company website are very slow. The service desk team does not have the skills needed to investigate this. There are many different teams that this could be escalated to, including a web server team, an application team, an infrastructure team, and a performance management team.

Which is the BEST approach for the service desk to use for escalating this incident?

- A. Follow the predefined procedure for investigating web performance incidents
- B. Use swarming to involve people from multiple different teams in the investigation

- C. Declare a major incident and start the major incident management procedure
- D. Escalate to the performance management team, who will then escalate to a different team if needed

**Answer: A**

Explanation:

Following a predefined procedure for investigating web performance incidents ensures a structured and efficient escalation, reducing delays and avoiding confusion about responsibility.

#### NEW QUESTION # 65

Which statement about collaboration is CORRECT?

- A. Collaboration is most useful for standardized work
- B. Collaboration should be used instead of swarming or
- C. Collaboration can be enforced by aligning metrics between teams
- D. Collaboration focuses on the organization's goals

**Answer: D**

Explanation:

Collaboration is fundamentally about focusing on the organization's goals, ensuring that different teams and individuals work together toward shared outcomes.

#### NEW QUESTION # 66

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