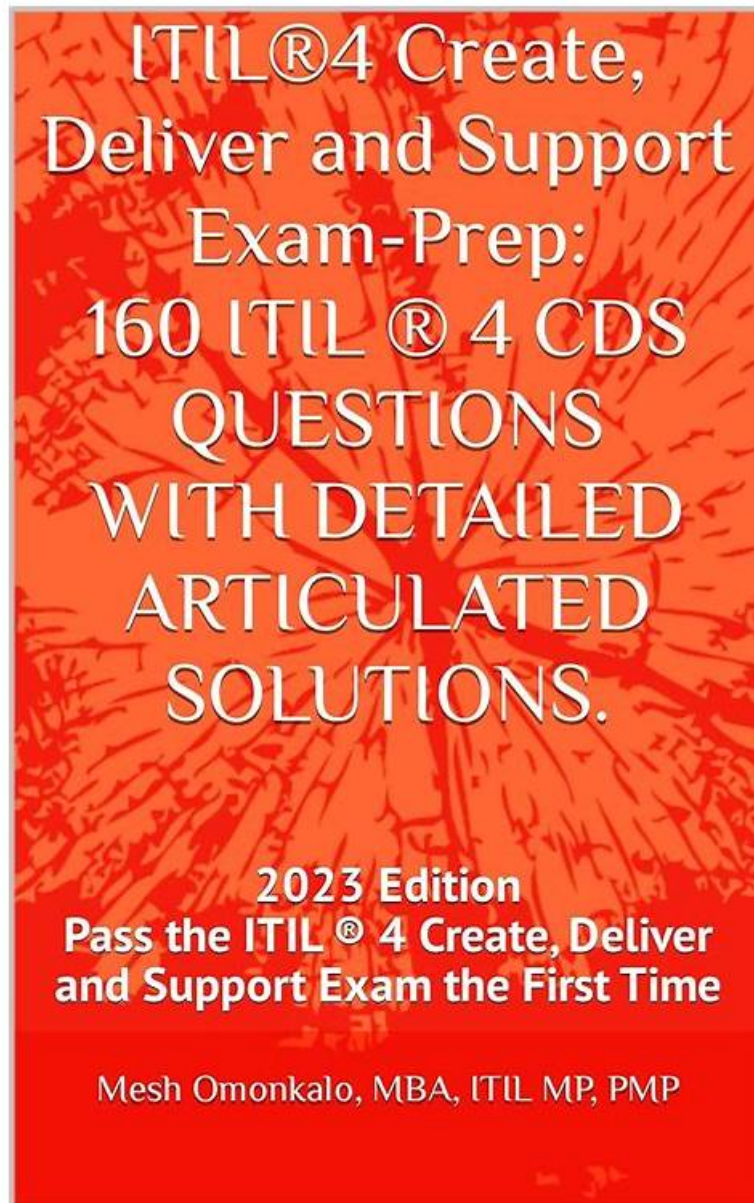


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ITIL 4 Specialist: Create, Deliver and SupportExam Sample Questions (Q57-Q62):

NEW QUESTION # 57

A service desk manager is creating a job profile for a service desk team lead. The following requirements have been identified: Ability to use company processes and tools, Leadership skills, Knowledge of service desk objectives. What is the MOST important additional requirement for the job profile?

- A. Knowledge of how to log incidents and service requests
- **B. Commitment to continual improvement**
- C. Experience of financial management
- D. Technical knowledge of the supported products

Answer: B

Explanation:

The most important additional requirement is commitment to continual improvement (B). The ITIL 4 Specialist: Create, Deliver and Support documentation (Section 4.1.2) identifies this as critical for a team lead to drive ongoing enhancements in service desk performance, aligning with ITIL's continual improvement principle. This ensures the lead fosters a culture of progress, complementing the given skills. Option A is operational and basic; option C is less relevant for a lead role; and option D, while useful, is secondary to improvement focus. The guide underscores leadership in improvement initiatives.

Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 4.1.2 - Leadership in Service Desk Roles.

NEW QUESTION # 58

How should roles and competencies be managed to adapt to rapid technological changes and market demands?

- **A. By continually adapting roles to evolving organizational requirements**
- B. By creating career paths dedicated to single technologies
- C. By making it easier for employees to focus on one role
- D. By focusing on increasing employees' technical experience

Answer: A

Explanation:

Roles and competencies should be managed by continually adapting them to evolving organizational requirements (C). The ITIL 4 Specialist: Create, Deliver and Support study guide (Section 3.3.2) advocates for flexible role definitions to respond to technological and market shifts, ensuring the service value system remains effective. This approach supports skill development and role evolution, unlike option A (rigid focus), option B (technology-specific paths), or option D (narrow technical emphasis). The guide emphasizes adaptability as a core competency.

Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 3.3.2 - Adapting Roles and Competencies.

NEW QUESTION # 59

What is the goal of the 'shift-left' approach?

- A. Automating repetitive processes using robots and AI

- B. Integrating multiple suppliers in a value stream for effective service management
- C. Implementing Agile practices for continuous software development
- D. Repositioning tasks to earlier stages in the process to boost workflow efficiency

Answer: D

Explanation:

The goal of the 'shift-left' approach is repositioning tasks to earlier stages in the process to boost workflow efficiency (A). The ITIL 4 Specialist: Create, Deliver and Support guide (Section 3.3.1) explicitly defines shift-left as a strategy to move activities, such as support or testing, closer to the point of origin—often to users or frontline teams—to reduce delays, improve response times, and enhance overall service delivery.

This approach leverages automation and self-service tools to empower users, thereby streamlining workflows and reducing the burden on higher-tier support teams. Option B focuses on automation alone, which is a supporting mechanism but not the core goal; option C relates to Agile methodologies, which are distinct from shift-left; and option D pertains to supplier integration, which is unrelated to this concept. The emphasis on efficiency is further supported by examples like self-service password resets, where tasks are shifted to users, aligning with ITIL's focus on value co-creation.

Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 3.3.1 - Shift-Left Approach and Workflow Optimization.

NEW QUESTION # 60

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

- A. The software is widely available and its features are standardized across most organizations
- B. The organization is part of a regulated industry and has a strong focus on internal policies
- 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: A

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 # 61

An organization wishes to acquire a service from a supplier in a different country but with similar working hours. Which sourcing model should they use?

- A. Onshoring
- B. Nearshoring
- C. Insourcing
- D. Offshoring

Answer: B

Explanation:

Nearshoring involves sourcing services from a supplier in a nearby country with similar working hours, facilitating easier communication and collaboration.

NEW QUESTION # 62

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