

免費下載ITIL-4-Specialist-Create-Deliver-and-Support 考題 & 最新ITIL-4-Specialist-Create-Deliver-and-Support 題庫資源



在這個資訊時代，IT行業被很多人關注，但是在如今人才濟濟的社會裏任然比較缺乏IT人。很多公司都招聘IT人才，他們一般考察IT人才的能力會參考他們擁有的IT相關認證證書，所以擁有一些IT相關的認證證書是受很多公司歡迎的。但是這些認證證書也不是很容易就能拿到的。ITIL ITIL-4-Specialist-Create-Deliver-and-Support 就是一個相當有難度的認證考試，雖然很多人報名參加ITIL ITIL-4-Specialist-Create-Deliver-and-Support考試，但是通過率並不是很高。

隨著ITIL-4-Specialist-Create-Deliver-and-Support考試的變化，Fast2test已經跟新了考試問題和答案，包括一些新增的問題，通過使用更新版本的ITIL ITIL-4-Specialist-Create-Deliver-and-Support考古題，您可以輕鬆快速的通過考試，還節約寶貴的時間。獲得ITIL-4-Specialist-Create-Deliver-and-Support認證之后，您的職業生涯也將開始新的輝煌時期。購買我們的ITIL ITIL-4-Specialist-Create-Deliver-and-Support題庫資料可以保證考生一次性通過考試，這是值得大家信賴的題庫網站，可以幫大家減少考試成本，節約時間，是上班族需要獲取ITIL-4-Specialist-Create-Deliver-and-Support認證的最佳選擇。

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在這裏我想說明的是Fast2test的資料的核心價值。Fast2test的考古題擁有100%的考試通過率。Fast2test的考古題是眾多ITIL專家多年經驗的結晶，具有很高的價值。它不單單可以用於ITIL-4-Specialist-Create-Deliver-and-Support認證考試的準備，還可以把它當做提升自身技能的一個工具。另外，如果你想更多地了=瞭解ITIL-4-Specialist-Create-Deliver-and-Support考試相關的知識，它也可以滿足你的願望。

ITIL ITIL-4-Specialist-Create-Deliver-and-Support 考試大綱：

主題	簡介
主題 1	• 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. :

主題 2	• Service Automation and Technology: This section of the exam measures the skills of Automation Engineers and covers the integration of automation and technology in the development, delivery, and support of IT services. It includes understanding how tools and platforms streamline operations and increase efficiency.
主題 3	• 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.
主題 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.

最新的 ITIL 4 Managing Professional ITIL-4-Specialist-Create-Deliver-and-Support 免費考試真題 (Q15-Q20):

問題 #15

A service provider is struggling to ensure timely incident resolution. The reports show that the majority of incidents that can be resolved without implementing a change are resolved on time. However, if an incident resolution requires a change, it is almost never implemented within the agreed incident resolution time. What is the BEST approach for the service provider to improve the situation?

- A. Review the incident management process
- B. Review the incident resolution targets
- C. Review the incident resolution value stream
- D. Review the change authorization procedures

答案: C

解題說明:

The best approach is to review the incident resolution value stream (B). The ITIL 4 Specialist: Create, Deliver and Support guide (Section 4.3.3) states: "Analyzing the incident resolution value stream identifies bottlenecks, such as delays in change implementation, and enables end-to-end optimization to meet agreed times." This holistic review addresses the specific issue of change-related delays, unlike option A (adjusting targets avoids fixing the problem), option C (narrowly focuses on authorization), or option D (misses the value stream context). The guide adds: "Value stream analysis is key to aligning incident and change processes." Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 4.3.3 - Incident Resolution Value Stream Analysis.

問題 #16

An organization experiences a high level of variation in the demand for its development services. The organization has the capacity to fulfil the overall level of demand but wants to reduce the variation so that it does not have to prioritize work at peak times. Which action would BEST help the organization influence the demand for its services?

- A. Increasing the number of test specialists
- B. Reducing the charges for less busy periods
- C. Introducing continuous integration and deployment
- D. Engaging with a supplier to outsource tasks

答案: B

解題說明:

Reducing the charges for less busy periods helps influence and smooth out demand, encouraging customers to request services during lower-demand times and reducing peaks.

問題 #17

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

- A. By creating career paths dedicated to single technologies

- B. By continually adapting roles to evolving organizational requirements
- C. By focusing on increasing employees' technical experience
- D. By making it easier for employees to focus on one role

答案： B

解題說明：

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.

問題 #18

An organization has departments that are structured as Sales, Business Operations, and Quality Control. Each department has its own set of responsibilities, reporting lines and authorities, and they manage their internal processes independently. What type of organizational structure is this an example of?

- A. Divisional
- B. Matrix
- C. Flat
- D. Functional

答案： D

解題說明：

This is an example of a functional organizational structure (B). The ITIL 4 Specialist: Create, Deliver and Support documentation (Section 3.1.2) describes a functional structure as one where departments are organized by specialized functions (e.g., Sales, Operations, Quality Control), each with distinct responsibilities and independent processes. This structure supports service value system alignment by leveraging expertise but can create silos if not coordinated. Option A (matrix) involves cross-functional reporting; option C (divisional) focuses on product or region; and option D (flat) minimizes hierarchy, none of which match the description. The guide notes this structure's relevance in service management contexts.

Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 3.1.2 - Organizational Structures.

問題 #19

A service has been in use for a number of years, and is not being developed or updated. Customers are not happy because they think that the applications that support the service are missing important functionality. Which practice is most likely to identify this issue and initiate improvement actions?

- A. Service level management
- B. Knowledge management
- C. Service validation and testing
- D. Service desk

答案： A

解題說明：

Service level management focuses on understanding and capturing customer expectations and experiences, making it the practice most likely to identify dissatisfaction and initiate improvement actions.

問題 #20

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如果你還在為了通過 ITIL ITIL-4-Specialist-Create-Deliver-and-Support 花大量的寶貴時間和精力拼命地惡補知識，同時也不知道怎麼選擇一個更有效的捷徑來通過 ITIL ITIL-4-Specialist-Create-Deliver-and-Support 認證考試。現在 Fast2test 為你提供一個有效的通過 ITIL ITIL-4-Specialist-Create-Deliver-and-Support 認證考試的方法，會讓你感覺起到事半功倍的效果。

最新 ITIL-4 Specialist-Create-Deliver-and-Support 題庫資源: <https://tw.fast2test.com/ITIL-4-Specialist-Create-Deliver-and-Support-premium-file.html>

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