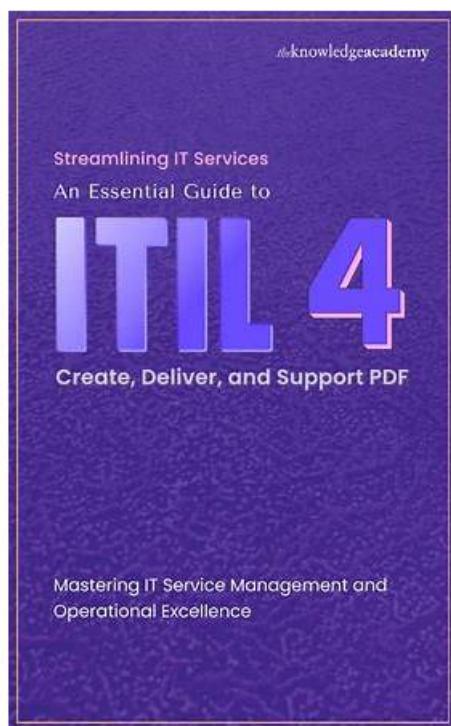


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ITIL ITIL-4-Specialist-Create-Deliver-and-Support Exam Syllabus Topics:

Topic	Details

Topic 1	<ul style="list-style-type: none"> 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.
Topic 2	<ul style="list-style-type: none"> Service Design and Development: This section of the exam measures the skills of Service Designers and covers how to design and develop services that align with both customer needs and business objectives. It includes identifying and defining service requirements, designing service components, and ensuring service quality throughout the development lifecycle.
Topic 3	<ul style="list-style-type: none"> Service Delivery: This section of the exam measures the skills of IT Operations Managers and covers the core processes and activities essential for the effective delivery of IT services. It emphasizes the importance of managing service transitions and operations to maintain consistent, high-quality service output.
Topic 4	<ul style="list-style-type: none"> 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.
Topic 5	<ul style="list-style-type: none"> Continuous Improvement: This section of the exam measures the skills of Process Improvement Analysts and covers leveraging feedback and data to enhance services, processes, and practices. It supports the ITIL framework's emphasis on ongoing service enhancement and operational maturity.
Topic 6	<ul style="list-style-type: none"> 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.

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ITIL 4 Specialist: Create, Deliver and Support Exam Sample Questions (Q60-Q65):

NEW QUESTION # 60

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

Answer: C

Explanation:

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.

NEW QUESTION # 61

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

- A. To understand the relationships between patient data and the healthcare's business services
- **B. To improve decision-making based on patient data analysis**
- C. To highlight bottlenecks in the organization's workflows when collecting patient data
- D. To prioritize and resolve requests for 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 # 62

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

Answer: C

Explanation:

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.

NEW QUESTION # 63

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

Answer: B

Explanation:

'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.

NEW QUESTION # 64

An organization is planning to implement a new service management toolset for effective integration of management practices. Which feature of the service management toolset will be the MOST important in achieving this?

- A. Advanced analytics
- B. Inventory and discovery of IT assets
- C. High availability and security
- D. **Flexible workflow automation**

Answer: D

Explanation:

The most important feature is flexible workflow automation (A). The ITIL 4 Specialist: Create, Deliver and Support guide (Section 2.4.1) states that automation enables seamless integration of practices by streamlining processes, which is crucial for building effective service value streams. Other features like inventory (B), analytics (C), and security (D) are supportive but secondary to integration.

Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 2.4.1 - Toolset Features for Integration.

NEW QUESTION # 65

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