ITIL-4-Specialist-Create-Deliver-and-Support Latest Test Materials, Reliable Test ITIL-4-Specialist-Create-Deliver-and-Support Test

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

Topic	Details
Topic 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.
Topic 2	• 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 3	• 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 4	• 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 5	• 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.

Reliable Test ITIL-4-Specialist-Create-Deliver-and-Support Test, Valid ITIL-4-Specialist-Create-Deliver-and-Support Exam Review

Your ITIL 4 Specialist: Create, Deliver and SupportExam (ITIL-4-Specialist-Create-Deliver-and-Support) exam anxiety will be reduced by having the chance to practice under the ITIL-4-Specialist-Create-Deliver-and-Support real exam environment created by this software. The objective of Pass4SureQuiz is to offer excellent ITIL 4 Specialist: Create, Deliver and SupportExam (ITIL-4-Specialist-Create-Deliver-and-Support) test simulation software to its customers. Thus it is offering an exceptional and dedicated 24/7 customer support team to assist its users.

ITIL 4 Specialist: Create, Deliver and SupportExam Sample Questions (Q22-Q27):

NEW QUESTION # 22
A service provider is struggling to meet the incident resolution objectives for some incidents. Reports generated by the service management tools show that the resolution time is often longer than agreed in three types of situation: incident resolution requires a change to be implemented, incident resolution involves the internal software development team, incident resolution involves an external supplier. What should the service provider do to improve the situation?

- A. Review the incident resolution value stream
- B. Review the incident resolution targets
- C. Review the incident management practice
- D. Review the change enablement practice

Answer: A

Explanation:
The service provider should review the incident resolution value stream (D). The ITIL 4 Specialist: Create, Deliver and Support guide (Section 4.3.3) recommends analyzing the end-to-end value stream to identify delays across multiple teams and processes, including changes and supplier involvement. Options A, B, and C address specific elements but lack the holistic view needed.
Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 4.3.3 - Incident Resolution Value Stream Analysis.

NEW QUESTION # 23
A technology firm has implemented a new ticketing system for managing customer support requests.
However, the firm is facing challenges in effectively prioritizing and managing these tickets due to varying levels of urgency and complexity. Some high-priority issues are being delayed, while less critical requests are being addressed too soon, leading to customer dissatisfaction and inefficiencies in the workflow. How should the firm improve this situation?

- A. Prioritize tickets based on the order of receipt
- B. Limit ticket submissions to reduce the workload on support staff
- C. Develop a dynamic prioritization model that assesses the impact and urgency of each ticket
- D. Stop recording requests during exceptionally busy times

Answer: C

Explanation:
The firm should develop a dynamic prioritization model that assesses the impact and urgency of each ticket (B). The ITIL 4 Specialist: Create, Deliver and Support documentation (Section 4.2.1) recommends prioritizing based on business impact and urgency to optimize support workflows and enhance customer satisfaction. Option A is static and ineffective; option C disrupts service; and option D restricts access, worsening dissatisfaction.
Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 4.2.1 - Prioritization in Support Workflows.

NEW QUESTION # 24
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 highlight bottlenecks in the organization's workflows when collecting patient data
- C. To improve decision-making based on patient data analysis
- D. To prioritize and resolve requests for patient data

Answer: C

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 # 25

A service desk uses triage to ensure they work on the most urgent tasks first. This sometimes causes user satisfaction issues, because low priority requests can wart a long time before anyone starts to work on them.
What is the BEST way to manage this issue?

- A. Increase the priority of requests that have been waiting a long time and are at risk of breaching agreed service levels
- B. Train users so that they know their requests might be delayed if there are many higher priority tasks in the backlog
- C. Recruit more service desk staff so that they are able to work on low priority requests even when there are many higher priority tasks
- D. Use first-in first-out prioritization instead of triage, to ensure that tasks are worked on in the order that they are requested

Answer: A

Explanation:
Increasing the priority of requests that have been waiting too long helps prevent service level breaches and improves user satisfaction without undermining the triage approach for urgent tasks.

NEW QUESTION # 26

An organization has found that a significant amount of rework is required, because tickets are escalated from the service desk team to higher tiers of support. This rework causes delays and results in recurring incidents as service desk agents rarely see how incidents are resolved.
Which approach can be used to reduce this rework and its consequences?

- A. Use swarming to improve collaboration and validate information
- B. Limit the use of tickets to major and high-priority incidents
- C. Validate the data, when tickets are being created by service desk agents
- D. Train agents to capture the information required by each support team

Answer: A

Explanation:
Using swarming improves collaboration between service desk agents and support teams, allowing real-time knowledge sharing, better information validation, and reducing rework and delays.

NEW QUESTION # 27

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