

# 100% Pass Quiz ITIL-4-Specialist-Create-Deliver-and-Support - The Best ITIL 4 Specialist: Create, Deliver and Support Exam Materials



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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"><li>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.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 3	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 4	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 5	<ul style="list-style-type: none"><li>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.</li></ul>

Topic 6	<ul style="list-style-type: none"> <li>ITIL 4 Principles: This section of the exam measures the skills of IT Service Managers and covers the application of ITIL 4's guiding principles such as "Focus on Value," "Start Where You Are," and "Optimise and Automate." The aim is to drive operational efficiency and service excellence.</li> </ul>
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### ITIL 4 Specialist: Create, Deliver and Support Exam Sample Questions (Q70-Q75):

#### NEW QUESTION # 70

A cross-functional team is designing a value stream to support the development of a new financial service.

Some members of the team are suggesting that multiple value streams are needed.

Which factor would MOST LIKELY influence the need for multiple value streams?

- A. The number of practices required to support the service
- B. Whether the service is being created for internal or external customers
- C. The number of suppliers that will be used to source service components
- D. **The methods used to manage the development work**

#### Answer: D

Explanation:

The methods used to manage the development work (such as Agile, DevOps, or Waterfall) can significantly influence whether multiple value streams are needed to efficiently handle different types of workflows within the same service development.

#### NEW QUESTION # 71

An organization has received complaints from customers regarding incident resolution times. The organization is using value stream mapping to visualize the activities involved in restoring service following an outage. The team has designed an optimized flow that begins with the incident being generated by a monitoring tool and ends when service is restored. Leadership is concerned that this approach has failed to provide the insight needed to reduce delays. Which is the BEST action the team can take to address leadership's concern?

- A. Introduce additional sources of demand
- **B. Determine where work is sitting in queues**
- C. Automate repeatable work activities
- D. Compare the map to actual activities

#### Answer: B

Explanation:

The best action is to determine where work is sitting in queues (A). The ITIL 4 Specialist: Create, Deliver and Support study guide (Section 2.3.1) explains that value stream mapping should identify bottlenecks, such as queues, to optimize flow and reduce delays. This addresses leadership's concern by providing actionable insights into delay causes. Option C is useful but less specific; option D automates after identifying issues; and option B would exacerbate delays.

Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 2.3.1 - Value Stream Mapping and Bottleneck Analysis.

### NEW QUESTION # 72

A service operations team monitors a critical service. They receive thousands of events every day and operators are trained, so they know which events require a response. Sometimes they miss an important event and this causes service level targets to be breached. What is the BEST approach to resolve this issue?

A service operations team monitors a critical service. They receive thousands of events every day and operators are trained, so they know which events require a response. Sometimes they miss an important event and this causes service level targets to be breached. What is the BEST approach to resolve this issue?

- A. Recruit additional operations staff
- **B. Improve filtering of operations data**
- C. Improve operations team training
- D. Renegotiate service level targets

#### Answer: B

Explanation:

Improving the filtering of operations data reduces the noise from irrelevant events, allowing the operations team to focus on critical events and prevent breaches of service level targets.

### NEW QUESTION # 73

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

#### 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 # 74

A mobile app development company has implemented a new strategy in its software development process.

Instead of large, infrequent updates, it now releases smaller updates every two weeks. These updates are shaped by regular user reviews and suggestions, which the company actively seeks and incorporates into each new version. Which guiding principle is this approach MOST closely aligned with?

- A. Optimize and automate
- B. Focus on value
- C. Think and work holistically
- **D. Progress iteratively with feedback**

#### Answer: D

Explanation:

This approach is most closely aligned with the guiding principle of progress iteratively with feedback (B).

The ITIL 4 Specialist: Create, Deliver and Support guide (Section 2.1.2) states: "Progress iteratively with feedback involves delivering work in smaller increments, using feedback from users to refine and improve services, ensuring alignment with needs and enhancing value stream efficiency." The two-week updates and user input exemplify this principle, contrasting with option A (holistic focus), option C (value focus without iteration), or option D (automation emphasis). The guide adds: "This principle supports rapid adaptation and quality improvement." Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 2.1.2 - Guiding Principles.

## NEW QUESTION # 75

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