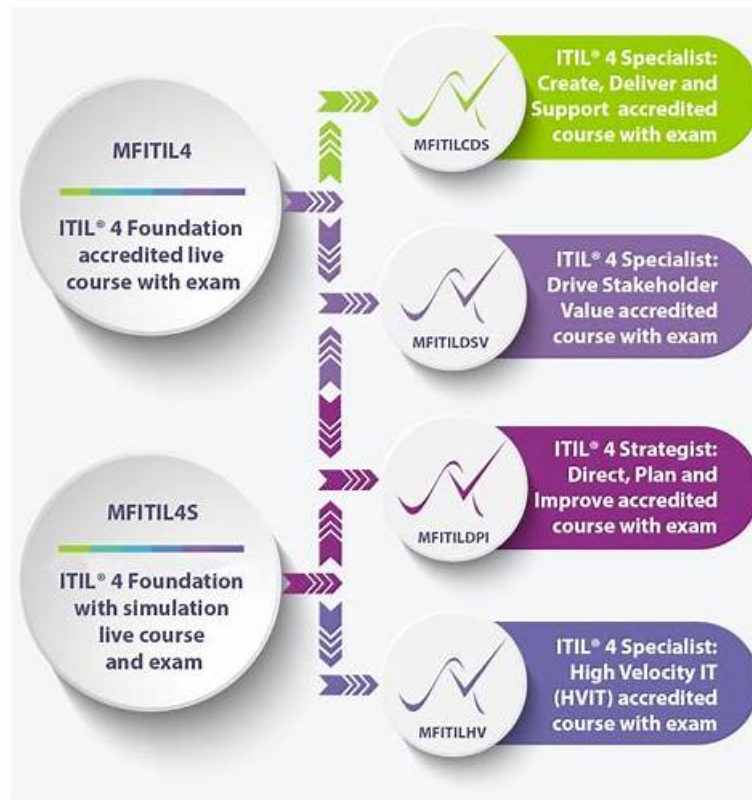


# ITIL-4-Specialist-Create-Deliver-and-Support Reliable Exam Guide | ITIL-4-Specialist-Create-Deliver-and-Support Actual Dump



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## ITIL 4 Specialist: Create, Deliver and Support Exam Sample Questions (Q39-Q44):

### NEW QUESTION # 39

Users have specific product-related questions and want to provide product feedback.

What is the best way to enable two-way communication between these users and the organization's product team?

- A. Event surveys
- **B. Topic-based forums**
- C. Self-service portals
- D. Social media

**Answer: B**

Explanation:

Topic-based forums enable structured two-way communication between users and the product team, allowing users to ask questions and provide feedback directly.

### NEW QUESTION # 40

Which concept focuses on understanding the different levels within systems and ensuring that multiple systems are aligned and unified when designing services?

- A. ICI/CD
- B. Robotic process automation
- C. Customer orientation
- **D. Integration and data sharing**

**Answer: D**

Explanation:

Integration and data sharing focus on aligning and unifying multiple systems to ensure smooth, cohesive service design and delivery.

### NEW QUESTION # 41

What approach can ensure testing happens earlier in the development lifecycle?

- **A. Shift-left**
- B. Service integration and management
- C. Robotic process automation
- D. Managing work as tickets

**Answer: A**

Explanation:

Shift-left moves testing activities earlier in the development lifecycle, helping to detect and fix defects sooner, improving quality and reducing rework.

### NEW QUESTION # 42

Which is an example of results-based measurement and reporting?

- **A. Measuring and reporting customer satisfaction with closed incidents**
- B. Measuring and reporting the cost of providing a service to customers and users
- C. Measuring and reporting the number of supplier-related interruptions to a service
- D. Measuring and reporting the number of hours worked by service desk staff

**Answer: A**

Explanation:

Measuring and reporting customer satisfaction with closed incidents focuses directly on the outcomes and value delivered to customers, which is the essence of results-based measurement.

#### NEW QUESTION # 43

Which is an example of using a 'shift-left' approach to optimize password resets?

- A. Encourage users to remember or safely record their passwords to reduce the number of password resets
- B. Train service desk agents to categorize password resets as service requests
- C. Automatically assign a high priority to password reset requests to resolve them faster
- **D. Allow users to reset their own passwords using an automated tool**

**Answer: D**

Explanation:

Allowing users to reset their own passwords using an automated tool moves support closer to the user, which is a direct application of the shift-left approach, improving speed and efficiency.

#### NEW QUESTION # 44

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