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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">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.
Topic 2	<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 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">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	<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 6	<ul style="list-style-type: none"> 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.
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ITIL 4 Specialist: Create, Deliver and Support Exam Sample Questions (Q34-Q39):

NEW QUESTION # 34

Which statement about 'service integration as a service' is CORRECT?

- A. Multiple vendors provide the service integration and management function
- B. The service integrator does not deliver any services to the organization
- C. The service integrator can be easily replaced by other vendors to leverage better pricing
- D. The service integrator provides services and manages other vendors**

Answer: D

Explanation:

In service integration as a service, the service integrator both provides services and manages other vendors, ensuring seamless delivery across multiple suppliers.

NEW QUESTION # 35

A popular social media app is part of a complex network of systems. Most changes to the service are successful, except for those made by a development team that has many failed changes.

Which is the BEST approach to reduce the number of failures?

- A. Create a standard change model for development changes and initiate as a service request
- B. Create a change model for development changes that includes the use of safe-to-fail testing**
- C. Increase the size of development changes to make them easier to handle and increase success
- D. Initiate development changes as emergency changes so that errors can be identified quickly

Answer: B

Explanation:

Creating a change model that includes safe-to-fail testing allows development changes to be tested in controlled conditions, reducing the risk of failure and improving change success rates.

NEW QUESTION # 36

During a service design workshop, a development team come up with lots of different possible design solutions, and then analyze these to select one of them to proceed with.

What 'design thinking' activity is this an example of?

- A. Prototyping
- B. Inspiration and empathy
- C. Ideation**

- D. Implementation

Answer: C

Explanation:

Ideation involves generating a wide range of ideas and then analyzing and selecting the best solution to move forward in the design thinking process.

NEW QUESTION # 37

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

Answer: A

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 # 38

An organization prioritizes its work on a 'last-in, first-out' basis.

Which work item should be actioned NEXT?

- A. An item logged today at 11:00
- B. An item logged today at 09:00
- C. An item logged yesterday at 09:00
- D. An item logged yesterday at 11:00

Answer: A

Explanation:

In a last-in, first-out approach, the most recently logged work item is actioned next, which is the item logged today at 11:00.

NEW QUESTION # 39

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