

Bestselling On-The-Job ITIL-4-Specialist-Create-Deliver-and-Support Reference Exam Questions



In the information society, everything is changing rapidly. In order to allow users to have timely access to the latest information, our ITIL-4-Specialist-Create-Deliver-and-Support real exam has been updated. Our update includes not only the content but also the functionality of the system. The content of the ITIL-4-Specialist-Create-Deliver-and-Support training guide is the real questions and answers which are always kept to be the latest according to the efforts of the professionals. And we apply the newest technologies to the system of our ITIL-4-Specialist-Create-Deliver-and-Support exam questions.

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

Topic	Details
Topic 1	<ul style="list-style-type: none">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	<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.
Topic 3	<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 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.

>> ITIL-4-Specialist-Create-Deliver-and-Support Actual Test Answers <<

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ITIL 4 Specialist: Create, Deliver and SupportExam Sample Questions (Q44-Q49):

NEW QUESTION # 44

An organization wants to make some changes to individual and team objectives. The new objectives need to align to the organization's goal of anticipating the needs of its customers. Which concept is the key element of this alignment?

- A. Shift-left
- B. The value of positive communications
- C. Organizational structure
- **D. Customer orientation**

Answer: D

Explanation:

Customer orientation ensures that individual and team objectives are aligned with anticipating and meeting customer needs, directly supporting the organization's goal.

NEW QUESTION # 45

An international e-commerce company is planning to launch a new mobile shopping application. During the initial design, the project team has encountered challenges in ensuring the app aligns with regional customer preferences, while maintaining a consistent user experience. The team also needs to address scalability and security concerns. What approach should the company take to improve this situation?

- A. Implement a global standard design
- B. Focus on app performance and security features
- **C. Adopt a design thinking approach based on customer and user feedback**
- D. Establish a team of expert developers to revise the initial design

Answer: C

Explanation:

The company should adopt a design thinking approach based on customer and user feedback (C). This method, as outlined in the ITIL 4 Specialist: Create, Deliver and Support guide (Section 3.1.3), involves empathizing with users, defining problems, ideating solutions, prototyping, and testing, ensuring the app meets regional preferences while maintaining consistency. It also supports scalability and security by incorporating user needs into the design process. Option A focuses narrowly on technical aspects; option B ignores regional variations; and option D relies solely on expertise without a structured user-centric process.

Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 3.1.3 - Design Thinking in Service Creation.

NEW QUESTION # 46

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

Answer: D

Explanation:

The firm should develop a dynamic prioritization model that assesses the impact and urgency of each ticket (D). 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 B restricts access, worsening dissatisfaction.

Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 4.2.1 - Prioritization in Support Workflows.

NEW QUESTION # 47

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

- A. The service integrator provides services and manages other vendors
- 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. Multiple vendors provide the service integration and management function

Answer: A

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 # 48

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. Review and automate filtering of operations data
- B. Recruit and train additional operations staff
- C. Renegotiate service level targets
- D. Improve operations team training

Answer: A

Explanation:





The best approach is to review and automate filtering of operations data (D). The ITIL 4 Specialist: Create, Deliver and Support guide (Section 4.2.4) states: "Automation of event filtering reduces human error by prioritizing critical events, ensuring operators focus on what matters and preventing breaches of service level targets." This leverages technology to address misses, unlike option A (costly staffing), option B (insufficient if overwhelmed), or option C (avoiding the root cause). The guide notes: "Effective event management relies on automated tools to enhance reliability." Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 4.2.4 - Event Management Automation.

NEW QUESTION # 49

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