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## Peoplecert ITIL 4 Specialist: Create, Deliver and Support Sample Questions (Q12-Q17):

### NEW QUESTION # 12

A large organization has a centralized service desk, and many different teams that help to resolve incidents and manage service requests. They also use many different suppliers to support these activities.

What is the minimum number of different value streams that they need, in order to manage this work?

- A. One value stream for the organization, and separate value streams for each supplier
- B. One value stream for resolving incidents, and a separate value stream for managing service requests
- **C. One value stream for all activity that arrives via the service desk**
- D. One value stream for the organization, and separate value streams for each team

**Answer: C**

### NEW QUESTION # 13

When verifying that an incident has been resolved, which is an example of value as perceived by a user?

- A. An incident resolved within the target SLA time, enabling efficient use of service desk resources
- B. A swift restoration of a point of sale system, enabling customers to be served with minimal disruption
- C. A better understanding of a complex networking scenario, enabling the creation of a new knowledge article
- D. An accurate and complete incident record, enabling subsequent trend analysis of incidents

**Answer: B**

### NEW QUESTION # 14

An internal service provider has made the service desk a single point of contact for all user queries, including incidents, service requests, complaints, and compliments. To ensure a fair allocation of the service desk resources, a common rule for processing all incoming queues has been agreed: "first in, first out." It has soon become apparent that some incidents reported by users spend too much time waiting to be processed and triaged by the service desk. This leads to delayed incident resolution and negative business impact. What is the BEST way to improve the situation?

- A. Increase the number of service desk agents to process the incoming queries faster
- B. Recommend users to submit queries well in advance to ensure timely processing
- C. Prioritize incoming queries based on their type and associated urgency
- D. Implement separate service desks for incident and service requests

**Answer: C**

### NEW QUESTION # 15

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

**Answer: D**

### NEW QUESTION # 16

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

**Answer: A**

### NEW QUESTION # 17

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