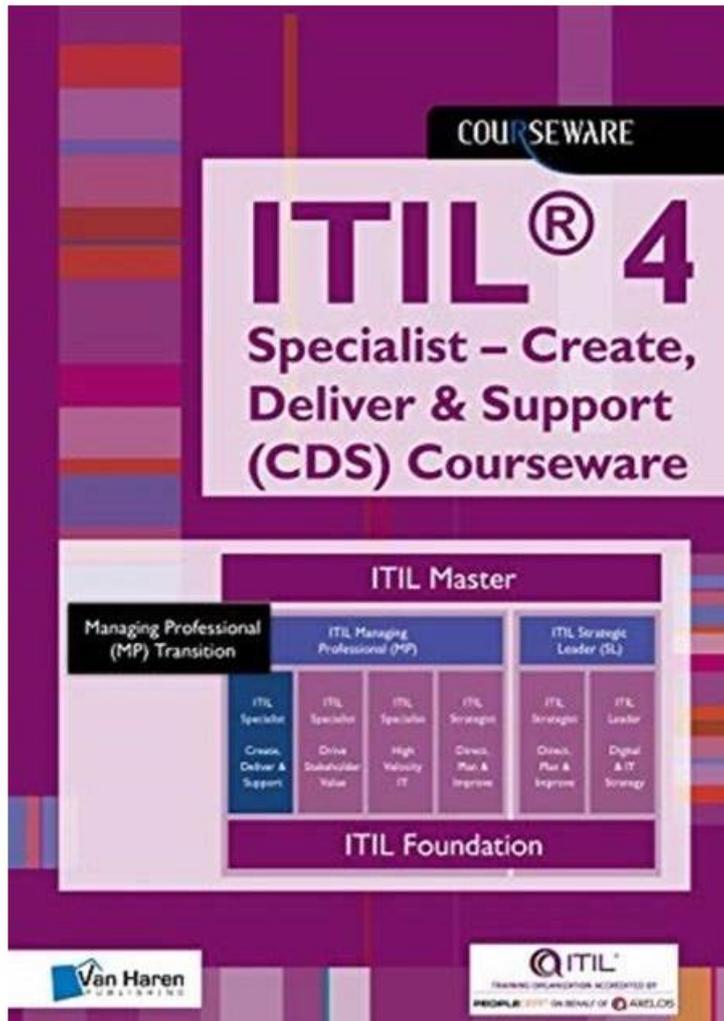# ITIL ITIL-4-Specialist-Create-Deliver-and-Support受験内容、ITIL-4-Specialist-Create-Deliver-and-Support練習問題集

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ITIL ITIL-4-Specialist-Create-Deliver-and-Support 認定試験の出題範囲：

トピック	出題範囲
トピック 1	• 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.
トピック 2	• 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.
トピック 3	• 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.
トピック 4	• 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.
トピック 5	• 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.| :
トピック 6	• 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.

ITIL 4 Specialist: Create, Deliver and SupportExam 認定 ITIL-4-Specialist-Create-Deliver-and-Support 試験問題 (Q67-Q72):

質問 # 67
Which is a reason why an organization should create competency profiles for each role?

- A. To ensure that IT specialists have pi-shaped skill profiles
- B. To ensure that technical skills are included in each profile
- C. To plan the professional development of team members
- D. To plan to fill all the mandatory ITIL roles

正解：**C**

解説：
Creating competency profiles helps the organization plan the professional development of team members, ensuring that skills and capabilities align with current and future needs.

質問 # 68

An organization is in the process of restoring the online payment app service, and its IT teams have reached a stage where creative problem-solving is needed. What does this situation describe?

- A. Algorithmic task
- B. Servant leadership
- C. Heuristic task
- D. Cooperation

正解： **C**

解説：
This situation describes a heuristic task (D). The ITIL 4 Specialist: Create, Deliver and Support guide (Section 3.3.3) explains: "Heuristic tasks require creative problem-solving and judgment, often encountered in complex service restoration scenarios where predefined solutions are insufficient." The need for creativity in restoring the payment app fits this definition, contrasting with algorithmic tasks (C) that follow set procedures. Option A (cooperation) and B (servant leadership) are enablers but not the task type. The guide adds: "Heuristic tasks are common in incident and problem management, necessitating skilled intervention." Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 3.3.3 - Task Types in Service Management.

質問 # 69
Which approach may help to improve incident resolution times by moving support activities from specialist teams to frontline teams or users?

- A. Robotic process automation
- B. Shift-left
- C. Swarming
- D. Shortest item first

正解： **B**

解説：
The shift-left approach improves incident resolution times by moving support activities closer to frontline teams or users, enabling faster and more efficient handling.

質問 # 70
An organization has many team members who work independently and spend time on the work which interests them the most. Which recommendation is MOST applicable to this situation?

- A. Encourage informal teams across the organization
- B. Hold regular meetings focusing on problem solutions
- C. Promote a culture of learning and development
- D. Incorporate the organization's vision into the team culture

正解： **D**

解説：
Incorporating the organization's vision into the team culture aligns individual efforts with organizational goals, ensuring that team members focus on work that contributes to overall success rather than personal interests.

質問 # 71
A service provider is aiming to optimize service management activities to ensure high quality of services and eliminate waste. Each practice and team have been working on continual improvement and implemented a large number of improvements. However, improvement in overall efficiency and in service quality has been lower than expected. What is the BEST approach for the service provider to take to resolve this?

- A. Use value stream mapping to analyze and optimize end-to-end workflows
- B. Use automation to optimize service value streams
- C. Implement the continual improvement model for all teams to follow
- D. Implement Agile methods to improve software development

正解：A

解説：
The best approach is to use value stream mapping to analyze and optimize end-to-end workflows (B). The ITIL 4 Specialist: Create, Deliver and Support study guide (Section 2.3.2) states: "Value stream mapping provides a holistic view of workflows, identifying waste and inefficiencies across practices, even when individual improvements are in place, to enhance overall service quality and efficiency." This addresses the disconnect between team-level efforts and system-wide results, unlike option A (already in use), option C (a tool, not a strategy), or option D (software-specific). The guide adds: "Mapping ensures alignment of improvements with value stream goals." Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 2.3.2 - Value Stream Mapping for Optimization.

質問 # 72
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