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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"><li>Service Design and Development: This section of the exam measures the skills of Service Designers and covers how to design and develop services that align with both customer needs and business objectives. It includes identifying and defining service requirements, designing service components, and ensuring service quality throughout the development lifecycle.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>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.</li></ul>

Topic 3	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 4	<ul style="list-style-type: none"> <li>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.</li> </ul>

## ITIL 4 Specialist: Create, Deliver and Support Exam Sample Questions (Q16-Q21):

### NEW QUESTION # 16

An organization wants to encourage its employees to suggest improvements to its practices. However, employees are reluctant to suggest improvements because their suggestions have been ignored in the past. The employees do not trust their managers to be open and transparent.

Which concept should be applied to overcome this challenge?

- A. Shift-left
- B. Working with a customer-oriented mindset
- C. Workforce planning and management
- D. A continual improvement culture**

### Answer: D

Explanation:

A continual improvement culture fosters an environment of openness, trust, and transparency, encouraging employees to suggest improvements and ensuring their ideas are valued and considered.

### NEW QUESTION # 17

In which circumstances should an organization buy, rather than build, software?

- A. The consumers of the software have many and varied customization requirements
- B. The organization is part of a regulated industry and has a strong focus on internal policies
- C. The requirements of the organization are frequently changing because of rapid expansion
- D. The software is widely available and its features are standardized across most organizations**

### Answer: D

Explanation:

An organization should buy software when it is widely available and its features are standardized across most organizations (A). The ITIL 4 Specialist: Create, Deliver and Support documentation (Section 3.2.1) states:

"Buying is preferable when software components are commoditized and meet common needs, offering cost efficiency and reduced development time compared to building custom solutions." This aligns with value stream optimization by leveraging market solutions. Option B suggests regulatory constraints favoring internal control; option C indicates a need for flexibility, better suited to building; and option D requires customization, favoring development. The guide adds: "Standardized software supports scalability and reduces maintenance overhead." Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 3.2.1 - Buy vs. Build Decisions.

### NEW QUESTION # 18

An organization experiences a high level of variation in the demand for its development services. The organization has the capacity to fulfil the overall level of demand but wants to reduce the variation so that it does not have to prioritize work at peak times.

Which action would BEST help the organization influence the demand for its services?

- A. Introducing continuous integration and deployment
- B. Engaging with a supplier to outsource tasks
- C. Reducing the charges for less busy periods**
- D. Increasing the number of test specialists

**Answer: C**

Explanation:

Reducing the charges for less busy periods helps influence and smooth out demand, encouraging customers to request services during lower-demand times and reducing peaks.

**NEW QUESTION # 19**

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

**Answer: A**

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 # 20**

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

**Answer: C**

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 # 21**

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