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

| Topic | Details |
|-------|---------|
| Topic 1 | • 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 2 | • 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 3 | • 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 4 | • 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 5 | • 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. |

# ITIL 4 Specialist: Create, Deliver and SupportExam Sample Questions (Q70-Q75):

**NEW QUESTION # 70**
Which approach may help to improve incident resolution times by moving support activities from specialist teams to frontline teams or users?

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

**Answer: C**

Explanation:
The approach that may help is shift-left (C). The ITIL 4 Specialist: Create, Deliver and Support documentation (Section 3.3.1) states: "The shift-left approach moves support activities to frontline teams or users through self-service or enhanced first-line capabilities, reducing resolution times by minimizing escalations to specialists." This directly addresses the scenario, unlike option A (prioritization method), option B (team collaboration), or option D (automation tool). The guide notes: "Shift-left enhances efficiency and user empowerment in incident management." Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 3.3.1 - Shift-

Left Approach.


## NEW QUESTION # 71
An internal service provider of a large retail organization is working on a major update of the self-checkout terminals used in the supermarkets. The update includes new hardware, software, and integration with a new card payment system. How should the service provider ensure that the update is sufficiently tested?

- A. Include user experience and perception in the scope of testing and involve multiple teams
- B. Focus testing solely on user experience and delegate it to operational teams
- C. Delegate to the vendor testing of the terminals and the card payment system
- D. Limit testing to the pre-agreed technical criteria and use a dedicated team of testers

**Answer: A**

Explanation:
The service provider should include user experience and perception in the scope of testing and involve multiple teams (B). The ITIL 4 Specialist: Create, Deliver and Support guide (Section 3.2.3) stresses comprehensive testing that covers technical functionality, user satisfaction, and integration, requiring collaboration across development, operations, and user groups to ensure the update meets diverse needs.
Option A shifts responsibility without oversight; option C is too narrow; and option D overlooks technical aspects. The guide highlights multi-team involvement for robust service delivery.
Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 3.2.3 - Testing Practices in Service Updates.


## NEW QUESTION # 72
A software development company wants to improve its service delivery by implementing a value stream for a new service creation. The company aims to balance speed and quality of service delivery. How should the company structure its value stream to meet this objective?

- A. Define and optimize an individual value stream for each team involved in service creation
- B. Enable variance of quality and cost of services
- C. Integrate feedback loops and escalation mechanisms in the workflow
- D. Use comprehensive complex simulations to test the workflow

**Answer: C**

Explanation:
The company should integrate feedback loops and escalation mechanisms in the workflow (B). The ITIL 4 Specialist: Create, Deliver and Support study guide (Section 2.2.2) explains that effective value stream design requires iterative feedback to ensure quality while maintaining speed, and escalation mechanisms to address issues promptly. This approach allows for continuous improvement and adjustment during service creation, balancing the trade-off between rapid delivery and high standards. Option A creates silos, reducing coordination; option C compromises consistency; and option D, while useful, is a testing method rather than a structural solution. The guide stresses that feedback loops, such as user testing or peer reviews, are essential for optimizing value streams.
Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 2.2.2 - Feedback Loops in Value Stream Design.


## NEW QUESTION # 73
A manager is working with a diverse team from various cultural backgrounds. What should the manager prioritize to enhance team effectiveness and manage cultural differences effectively?

- A. Ensure that corporate culture fits into the cultural context of the teams
- B. Define and promote a uniform corporate culture across all teams
- C. Encourage cultural diversity without boundaries or constraints
- D. Ensure that diverse team cultures are aligned with the company's values

**Answer: D**

Explanation:
The manager should prioritize ensuring that diverse team cultures are aligned with the company's values (B).

This approach fosters inclusivity while maintaining a cohesive framework that supports service delivery goals. The ITIL 4 Specialist: Create, Deliver and Support documentation (Section 4.3.2) highlights that effective team management involves aligning diverse cultural perspectives with organizational values to enhance collaboration and service quality. Option A imposes a uniform culture, which may suppress diversity; option C lacks structure, risking inefficiency; and option D adjusts the corporate culture excessively, potentially diluting its integrity.

Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 4.3.2 - Team Management and Cultural Alignment.

## NEW QUESTION # 74

Which statement about collaboration is CORRECT?

- A. Collaboration can be enforced by aligning metrics between teams
- B. Collaboration should be used instead of swarming or
- C. Collaboration is most useful for standardized work
- D. Collaboration focuses on the organization's goals

**Answer: D**

Explanation:
Collaboration is fundamentally about focusing on the organization's goals, ensuring that different teams and individuals work together toward shared outcomes.

## NEW QUESTION # 75

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