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Peoplecert ITIL 4 Specialist: Create, Deliver and Support Sample Questions (Q80-Q85):

NEW QUESTION # 80

Which TWO ITIL 4 guiding principles should be applied to bridge deep-rooted cultural norms, diverse communication styles, and siloed mindsets within a distributed service value stream team? (Select TWO)

- A. Focus on value
- B. Keep it simple and practical
- C. Think and work holistically
- D. Collaborate and promote visibility
- E. Start where you are

Answer: C,D

Explanation:

"collaborate and promote visibility" breaks down cultural barriers by encouraging shared understanding, transparent workflows, and joint problem-solving sessions. This principle fosters an environment where diverse team members can see how their contributions fit into the bigger picture, reducing misinterpretation and building trust.

"think and work holistically" ensures teams recognize interdependencies across technology, processes, and people. By adopting a holistic mindset, team members appreciate how cultural nuances influence each stage of the service value stream, leading to more empathetic communication and aligned decision-making.

NEW QUESTION # 81

An organization wishes to acquire a service from a supplier in a different country but with similar working hours. Which sourcing model should they use?

- A. Insourcing
- B. Nearshoring
- C. Offshoring
- D. Onshoring

Answer: B

NEW QUESTION # 82

What is the goal of the 'shift-left' approach?

- A. Integrating multiple suppliers in a value stream for effective service management
- B. Implementing Agile practices for continuous software development
- C. Automating repetitive processes using robots and AI
- D. Repositioning tasks to earlier stages in the process to boost workflow efficiency

Answer: D

NEW QUESTION # 83

A service desk uses triage to ensure they work on the most urgent tasks first. This sometimes causes user satisfaction issues, because low priority requests can wait a long time before anyone starts to work on them.

What is the BEST way to manage this issue?

- A. Use first-in first-out prioritization instead of triage, to ensure that tasks are worked on in the order that they are requested
- B. Recruit more service desk staff so that they are able to work on low priority requests even when there are many higher priority tasks
- C. Train users so that they know their requests might be delayed if there are many higher priority tasks in the backlog
- D. Increase the priority of requests that have been waiting a long time and are at risk of breaching agreed service levels

Answer: D

NEW QUESTION # 84

Sunrise Bank reorganized its customer support function into cross-functional, end-to-end value-stream teams that include service

desk analysts, incident responders, problem managers, and change coordinators. After three months, teams still dispute task priorities, handoff delays persist, and customer satisfaction scores vary widely. According to ITIL 4 principles and the four dimensions of service management, which ONE action should leadership prioritize to establish clear accountability, align objectives, and improve collaboration?

- A. Rotate members through each functional specialty on a one-month cycle to broaden individual skill sets
- **B. Collaboratively develop a team charter that defines end-to-end value-chain responsibilities, shared outcome-focused KPIs, and decision-making guidelines**
- C. Implement strict, role-based SLAs for every handoff between functional specialties, with automated escalation on breach
- D. Institute weekly facilitated stand-up meetings for each value-stream team to review progress and reassign tasks

Answer: B

Explanation:

A jointly created team charter aligns all members on shared objectives, clarifies end-to-end ownership, embeds collective KPIs, and supports ITIL 4's guiding principles of collaborate and promote visibility.

NEW QUESTION # 85

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As job seekers looking for the turning point of their lives, it is widely known that the workers of recruitment is like choosing apples--viewing resumes is like picking up apples, employers can decide whether candidates are qualified by the ITIL-4-CDS appearances, or in other words, candidates' educational background and relating ITIL-4-CDS professional skills. Knowledge about a person and is indispensable in recruitment. That is to say, for those who are without good educational background, only by paying efforts to get an acknowledged ITIL-4-CDS Certification, can they become popular employees. So for you, the ITIL-4-CDS latest braindumps compiled by our company can offer you the best help.

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His main responsibility is to decide the ordering of what will be built ITIL-4-CDS and list these decisions into the product backlog. More importantly, this hackathon got Barbie and I excited about programming.

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